ClientLine®

User Manual

EPICOR
Payment Exchange™

Table of Contents

Introduction 4

Log-In & password maintenance 4

Navigation 6

1 Dashboard Tab 7

1.1 Reporting Dashboard 7

1.2 Disputes Dashboard 8

1.3 Today's Data 9

2 Sales Tab 10

2.1 Credit & Debit Transactions 11

2.2 Terminal Transactions 13

2.3 Rejected Transactions 14

2.4 Transaction Summary 14

2.5 Monthly Sales History 16

3 Funding 17

3.1 Bank Deposits 17

3.2 All Activity Summary 18

3.3 Withheld Funds 19

3.4 Monthly Fee and Service Charge History 20

3.5 Monthly Statement 20

4 Rate Analysis 26

4.1 Qualification Analysis 26

4.2 Qualification Expense 27

5 Disputes 29

5.1 Chargebacks 29

5.2 Retrievals 30

5.3 Chargeback Analysis 30

5.4 Retrieval Analysis 32

6 Research 33

6.1 Card Search 33

Transactions Search 33
Authorizations Search 34
Chargebacks Search 34
Retrievals Search 35
6.2 Authorization Search 36
6.3 Query Builder 36
Account Summary Report 37
Bank Deposits Report 38
6.4 Location Profile Details 40
6.5 Card Issuer Identification 42
6.6 Fraud Reporting 43
6.7 Refunds with No Sale 43
7 Reports 45
7.1 Scheduled Reports 45
7.2 View Reports 47
7.3 Update Reports 48
7.4 Delete Reports 49
8 Groups 51
8.1 Group Builder 51
Add New Group 51
Update Group 52
Delete Group 53
8.2 Group Reports 53

Introduction

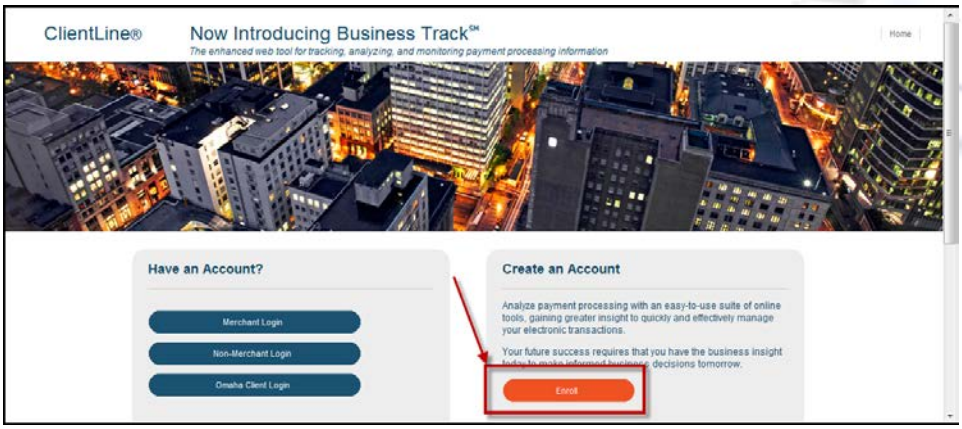
ClientLine® Reporting is a robust, online tool that gives you 24/7 access to your bankcard processing information. With ClientLine® you can:

- Review daily bankcard activity
- View 6 months of credit card transaction details and a year of summary information
- Research customer inquiries, card activity and transactions
- Analyze processing expenses
- View, print, email monthly statements
- Reconcile bankcard funding with bank deposits
- Monitor and resolve chargebacks and retrieval requests.
- Identify refunds with no matching sales.
- Create scheduled reports in a variety of formats; print, email, PDF, spreadsheet or MS Word®

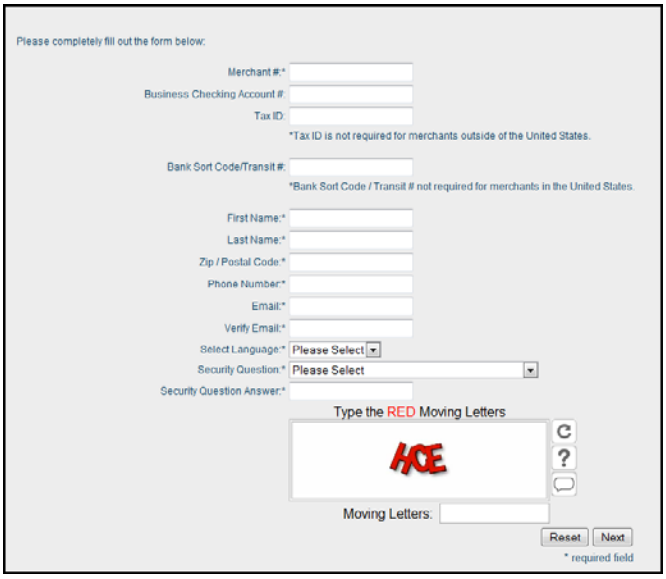
This guide will describe the most common features of ClientLine®.

Log-In & password maintenance

Before using ClientLine® you must first go to **https://www.businesstrack.com/** and select **Enroll**. You will need your 12 digit Merchant ID (MID). Please follow the instructions on page 10 of your **Welcome Kit**.

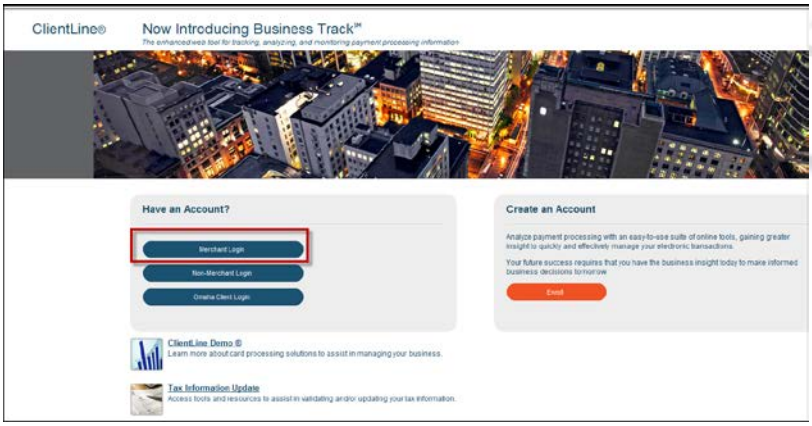

ClientLine®
Now Introducing Business Track℠
The enhanced web tool for tracking, analyzing, and monitoring payment processing information
Home
Have an Account?
Merchant Login
Non-Merchant Login
Omaha Client Login
Create an Account
Analyze payment processing with an easy-to-use suite of online tools, gaining greater insight to quickly and effectively manage your electronic transactions.
Your future success requires that you have the business insight
decisions tomorrow.
Enroll

As indicated in on page 10 of your **Welcome Kit,** you will need to complete the ClientLine® enrollment information as displayed on the illustration below.

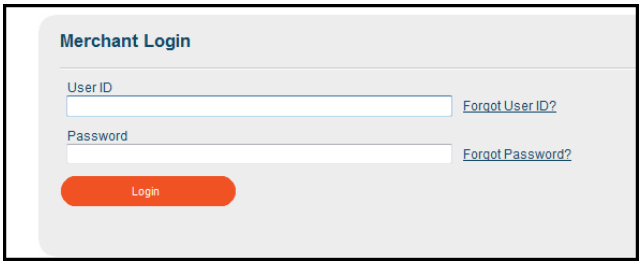


Note: View an online demo of ClientLine® at: **https://www.myClientLine®.net/publicS/clrp/training/demo.asp**.

Once enrolled, you can access ClientLine® from the URL: **https://www.myClientLine®.net** or **https://www.businesstrack.com/**. Select **Merchant Login.**



Use your login and password that you received at enrollment.



Navigation

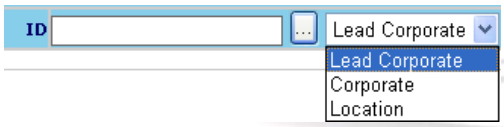
The following information may be useful when using ClientLine® Reporting.

- Click most column headings throughout the application to sort in Ascending or Descending order.
- Any text displayed with a blue underline is a hyperlink to another page or screen.
- Once a blue hyperlink has been accessed it will change to purple.
- Credit amounts will be colored in red on all online screens with the exception of the disputes (Chargeback and Retrieval) modules.
- Use the horizontal and vertical scroll bars to view the entire screen or pages.
- Use the Page Navigation buttons (FORWARD / PAGE BACK buttons) and Go to Page dropdown selection on the bottom of screens to page forward or backward on the online screens.

- Use the Return to Menu or Return to Dashboard buttons to return back to the Reporting Dashboard.

- Some online screens have Excel® and CSV (Comma Separated Value) icons.
- Click on these icons to view the data on the online screen in either XLS or CSV format.

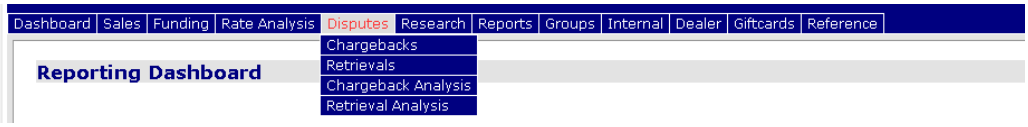
- If entering ClientLine® at a hierarchy level higher than location, you will see the below ID field on all screens.



  - If you wish to view data at the MID and hierarchy level for which you are enrolled, this field must remain blank. If you wish to view data for a different MID/hierarchy level enter the MID you wish to view in the ID field and choose the corresponding hierarchy level.
  - If you know the DBA Name or the State but not the MID you can click on the box to do a Merchant ID Lookup

- Click on the **Logoff** button on the toolbar to end your ClientLine®® session.

The ClientLine® tool bar is shown below. Each of the tabs will be discussed in detail in the pages that follow. Navigate to each section by clicking on the tabs.



1 Dashboard Tab

ClientLine® has two Dashboards, Reporting Dashboard and Disputes Dashboard, which allow you to quickly view the last 7 days of your bankcard processing information. The Reporting Dashboard will be the default display when you log into ClientLine®.

1.1 Reporting Dashboard

The reporting dashboard gives you a snapshot of your most recent bankcard activity. There are 4 key areas of information included on the Reporting Dashboard shown below. Hyperlinks allow you to drill down to greater detail in 3 of the 4 areas of the Reporting Dashboard.

1.1.1 Reporting Dashboard

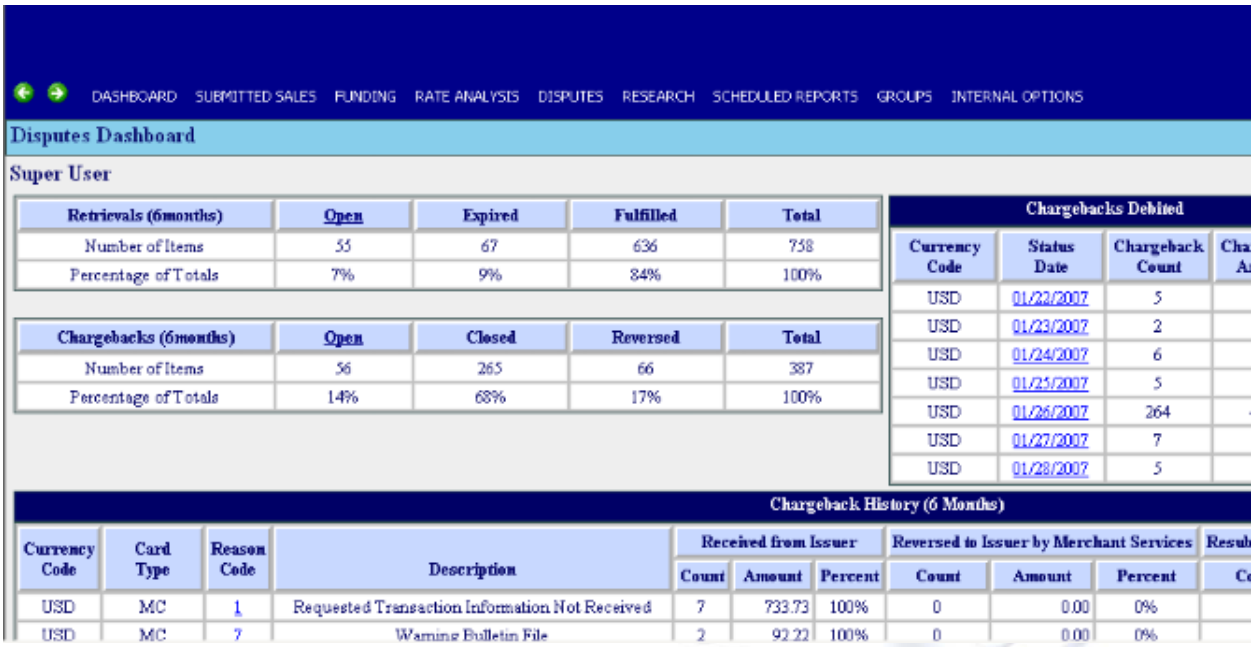
- **Submitted Sales** – Displays daily gross sales for credit and debit cards over the last 7 days. Click on the date to drill down and view the Batch Number, Submit date, Terminal ID, Transaction Count, Transaction Amount and Average Ticket amount. Use the number in the **Trans Amount** column to compare to your Eagle's RDS totals. Click on the date hyperlink to drill down to batch details displayed by terminal. You can drill down to individual transactions by clicking on the transaction amount hyperlink. In the individual transactions, click on the Cardholder Number hyperlink to display details about an individual transaction.
- **Sales Trend –** Daily sales for the last 7 days are illustrated on a bar graph and help identify peak sales days.
- **Submitted Card Type Summary –** Breaks down previous day sales by card type. Click on the card type hyperlink to drill down to individual transactions that make up that card type total.

- **Bank Deposits –** Provide the transfers to your bank account over the last 7 days. Drill down on the date to view checking account information. The **Deposit** column indicates the amount deposited to your checking account by funding category (Credit. Click on the date hyperlink to display details on each day's deposits. Click the Bank Account hyperlink to display each deposit by Funding Category.

1.2 Disputes Dashboard

Chargebacks and Retrievals are displayed on the Disputes Dashboard.

1.2.1 Disputes Dashboard


DASHBOARD SUBMITTED SALES FUNDING RATE ANALYSIS DISPUTES RESEARCH SCHEDULED REPORTS GROUPS INTERNAL OPTIONS
Disputes Dashboard
Super User
Retrievals (6months) Open Expired Fulfilled Total
Number of Items 55 67 636 758
Percentage of Totals 7% 9% 84% 100%
Chargebacks (6months) Open Closed Reversed Total
Number of Items 56 265 66 387
Percentage of Totals 14% 68% 17% 100%
Chargebacks Debited
Currency Code Status Date Chargeback Count
USD 01/22/2007 5
USD 01/23/2007 2
USD 01/24/2007 6
USD 01/25/2007 5
USD 01/26/2007 264
USD 01/27/2007 7
USD 01/28/2007 5
Chargeback History (6 Months)
Currency Code Card Type Reason Code Description Received from Issuer Reversed to Issuer by Merchant Services
Count Amount Percent Count Amount Percent
USD MC 1 Requested Transaction Information Not Received 7 733.73 100% 0 0.00 0%
USD MC 7 Warning Bulletin File 2 92.22 100% 0 0.00 0%

The Disputes Dashboard is divided into several sections;

- **Retrievals (6 months) –** Displays the number of **Open**, **Expired**, and **Fulfilled** items. Click the **Open** column hyperlink and you can quickly drill down into the detail to research items that are still pending a response
- **Chargebacks (6 months) –** Provides the number of **Open**, **Expired**, and **Fulfilled** chargeback items. Click the **Open** column hyperlink and you can quickly drill down into the detail to research items that are still pending a response.
- **Chargebacks Debited –** Gives you the number and dollar amount of chargebacks that were debited over the last 7 days. Click on the **Status Date** hyperlink to view a detailed listing.
- **Chargebacks Reversed --** Displays the number and dollar amount of chargebacks that were reversed over the last 7 days. Click on the **Status Date** hyperlink to view a detailed listing.

- **Chargeback History (6 months) –** Is a statistical report the gives you the total counts, dollar amounts and percentages of chargebacks over the last 6 months. Chargebacks are categorized as;
    - **Received from Issuer –** Incoming Chargebacks received from issuer.
    - **Reversed to Issuer –** Chargebacks that were resolved and sent back to the issuer.
    - **Resubmitted/Reversal to Issuer by Merchant –** Cases that were sent back to the issuer based on information received from the merchant.
    - **Debited to Merchant --** Received from issuer-*Reversed to Issuer by Merchant Services- Resubmitted/Reversed to Issuer by Merchant.*

1.2.2 Chargebacks Debited & Chargebacks Reversed

Chargebacks Debited			
Currency Code	Status Date	Chargeback Count	Chargeback Amount
USD	08/05/2010	155	28,481.50
USD	08/06/2010	181	35,478.89
USD	08/07/2010	125	23,965.20
USD	08/08/2010	79	16,156.30
USD	08/09/2010	100	22,346.84
USD	08/10/2010	41	6,669.39
USD	08/11/2010	101	25,364.09

Chargebacks Reversed			
Currency Code	Status Date	Chargeback Count	Chargeback Amount
USD	08/05/2010	5	536.00
USD	08/06/2010	3	160.57
USD	08/09/2010	16	2,494.59
USD	08/10/2010	5	830.60
USD	08/11/2010	4	1,158.53

1.2.3 Chargeback History

Chargeback History (6 Months)																
Currency Code	Card Type	Reason Code	Description	Received from Issuer			Reversed to Issuer by Merchant Services			Resubmitted/Reversed to Issuer by Merchant			Debited to Merchant		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	01	Requested transaction information not received	334	77,087.66	1.69%	0	0.00	0.00%	10	2,956.19	3.83%	324	74,131.47	96.17%
USD	MC	07	Warning bulletin file	3	745.37	0.02%	1	212.93	28.57%	0	0.00	0.00%	2	532.44	71.43%
USD	MC	08	Requested/required authorization not obtained	18	11,837.89	0.26%	9	1,657.24	14.00%	0	0.00	0.00%	9	10,180.65	86.00%
USD	MC	12	Account number not on file	38	5,594.20	0.12%	30	6,307.12	112.74%	0	0.00	0.00%	8	(712.92)	(12.74)%
USD	MC	31	Transaction amount differs	13	5,215.53	0.11%	0	0.00	0.00%	0	0.00	0.00%	13	5,215.53	100.00%
USD	MC	34	Duplicate processing	77	10,688.33	0.23%	5	493.73	4.62%	3	263.22	2.46%	69	9,931.38	92.92%
USD	MC	35	Card not valid or expired	6	1,109.76	0.02%	5	1,101.60	99.26%	0	0.00	0.00%	1	8.16	0.74%
USD	MC	37	Fraudulent transaction - no cardholder authorization	5,324	1,150,693.67	25.28%	331	108,099.79	9.39%	167	35,924.81	3.12%	4,826	1,006,669.07	87.48%
USD	MC	41	Canceled recurring transaction	210	25,038.83	0.55%	1	154.14	0.62%	1	415.91	1.66%	208	24,468.78	97.72%
USD	MC	42	Late presentment	1	211.94	0.00%	1	211.94	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	MC	53	Cardholder dispute-defective/not as described	87	16,683.64	0.37%	3	175.84	1.05%	5	324.39	1.94%	79	16,183.41	97.00%
USD	MC	55	Nonreceipt of merchandise	96	20,247.73	0.44%	5	1,036.60	5.12%	17	3,411.25	16.85%	74	15,799.88	78.03%
USD	MC	57	Card-activated telephone transaction	2	1,624.79	0.04%	0	0.00	0.00%	0	0.00	0.00%	2	1,624.79	100.00%
USD	MC	59	Services not rendered	125	18,735.74	0.41%	4	895.67	4.78%	0	0.00	0.00%	121	17,840.07	95.22%
USD	MC	60	Credit not processed	151	31,046.20	0.68%	3	607.14	1.96%	17	3,598.33	11.59%	131	26,840.73	86.45%
USD	MC	63	Cardholder does not recognize - potential fraud	1,386	211,277.02	4.64%	11	1,612.37	0.76%	27	2,542.44	1.20%	1,348	207,122.21	98.03%
USD	Total for MC			7,871	1,587,838.30	34.88%	409	122,566.11	7.72%	247	49,436.54	3.11%	7,215	1,415,835.65	89.17%
USD	VISA	30	Services not provided or merchandise not received	329	71,722.15	1.58%	10	1,862.85	2.60%	35	9,267.74	12.92%	284	60,591.56	84.48%
USD	VISA	41	Cancelled recurring transaction	301	40,869.09	0.90%	3	460.88	1.13%	3	649.66	1.59%	295	39,758.55	97.28%
USD	VISA	53	Not as described or defective merchandise	157	29,945.24	0.66%	4	908.06	3.03%	12	3,328.60	11.12%	141	25,708.58	85.85%
USD	VISA	60	Illegible fulfillment	4	1,194.81	0.03%	4	1,194.81	100.00%	0	0.00	0.00%	0	0.00	0.00%
USD	VISA	71	Declined authorization	20	2,481.69	0.05%	0	0.00	0.00%	0	0.00	0.00%	20	2,481.69	100.00%
USD	VISA	72	No authorization	124	21,999.39	0.48%	4	32.44	0.15%	0	0.00	0.00%	120	21,966.95	99.85%
USD	VISA	73	Expired card	2	462.85	0.01%	1	211.44	45.68%	0	0.00	0.00%	1	251.41	54.32%
USD	VISA	75	Cardholder does not recognize transaction	2,645	494,751.18	10.87%	35	6,789.49	1.37%	57	8,496.81	1.72%	2,553	479,464.88	96.91%
USD	VISA	76	Incorrect transaction code (u.s.)	3	920.48	0.02%	2	290.50	31.56%	0	0.00	0.00%	1	629.98	68.44%
USD	VISA	77	Non-matching account number	17	(662.35)	(0.04)%	2	(105.81)	6.37%	0	0.00	0.00%	15	(556.54)	93.63%
USD	VISA	80	Incorrect transaction amount or account number	164	41,483.78	0.91%	11	2,543.75	6.13%	1	216.50	0.52%	152	38,723.53	93.35%
USD	VISA	81	Fraudulent transaction - card present	305	102,982.93	2.26%	39	10,759.33	10.45%	3	1,846.32	1.79%	263	90,377.28	87.76%
USD	VISA	82	Duplicate processing	633	99,204.62	2.18%	27	4,562.17	4.60%	49	8,383.04	8.45%	557	86,259.41	86.95%
USD	VISA	83	Fraudulent transaction - card not present	8,591	1,916,565.94	42.10%	125	19,769.72	1.03%	171	58,426.41	3.05%	8,295	1,838,349.81	95.92%
USD	VISA	85	Credit not processed	485	102,185.76	2.24%	11	2,091.05	2.05%	46	7,957.36	7.79%	428	92,137.35	90.17%
USD	VISA	86	Paid by other means	195	39,714.42	0.87%	4	713.61	1.80%	3	308.82	0.78%	188	38,691.99	97.43%
USD	Total for VISA			13,975	2,964,821.98	65.12%	282	52,104.29	1.76%	380	98,881.26	3.34%	13,313	2,813,836.43	94.91%
Total for Currency Code-USD				21,846	4,552,660.28	100.00%	691	174,670.40	3.84%	627	148,317.80	3.26%	20,528	4,229,672.08	92.91%

1.3 Today's Data

Selecting **Today's Data** from the Dashboard tab dropdown provides you with a look at the settled transactions for the current day. You cannot view transactions that have been posted but not settled. You can view a **Card Type Summary** or a **Bank Deposit Summary.** Both views give you the ability to drilldown to detail information.

2 Sales Tab

Transaction activity can be monitored for a number of different transaction types. When you select Submitted Sales from the toolbar submenus will display based on your account setup. Those submenus may include;

- Credit Transactions
- Debit Transactions
- Terminal Transactions
- Rejected Transactions
- Transaction Summary
- Monthly Sales History

Field definitions and descriptions are provided below for all submenu screens.

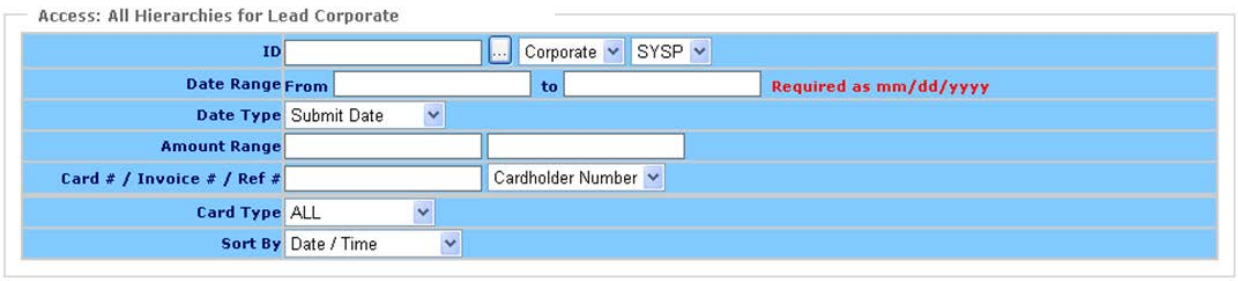
Address Verification Service - Code provided to merchant when the cardholder's billing address was validated as being correct before completion of a mail/telephone transaction
Authorization Amount - Amount of the authorization request
Authorization Code - Code provided during the authorization process if an authorization approval was received
Authorization Date - Date the transaction was submitted for authorization approval.
Authorization Response - The issuer's reply to an authorization request
Batch Number - Number of the batch in which the transaction was submitted
Billback Reason - Identifies the reason a reclassification
Cardholder Number - The number identifying the cardholder, issuer and card brand
Card Type - The brand associated with the card number
Currency Code - 3 digit code identifying the currency the transaction was processed in
Currency Conversion Rate – Exchange rate used when a transaction is submitted and processed in two different currencies.
CVV2/CVC2 Result - Indicator determining the card validation (through the magnetic swipe) was captured at the time of sale
Entry Description - Description identifying how the cardholder information was entered at the point of sale
Entry Mode - Code identifying how the cardholder account information was entered or captured at the point of sale
Expiration Date - Date the cardholder's card expires
External Merchant ID - Additional merchant number associated with the location
Invoice/ Trace ID - Unique number assigned to the transaction by the merchant
Location ID - Location where the transaction was processed
Merchant Name – DBA Name

Net Processed Amount = Net Submitted Amount-Rejected Amount
Net Processed Count = Net Submitted Count-Rejected Count
Net Submitted Count = Sales Count-Refund Count
Net Submitted Amount = Sales Amount-Refund Amount
Partial Auth Indicator – Indicates if a partial auth was received. Ex. a cardholder has a credit line of 500.00 and a balance of 450.00, a sale of 100.00 is attempted. A partial auth may be obtained for 50.00 rather than declining the entire sale.
Payment Amount – Amount of transaction that was processed
Plan Code - Identifies the interchange level at which the transaction cleared
Processed Currency Code - 3 digit code and description identifying the currency the transaction was processed in.
Reclass Code - Code that identifies why a transaction was reclassified
Reference Number - 23 digit Outgoing Acquirer reference number
Refund Amount - The total dollar amount of the refunds/credit for the submitted date
Refund Count - The total number of refunds/credits for the submitted date
Reject Description - Description of reject reason
Status - Indicates whether transaction was Processed, Cancelled or Rejected
Sales Count - Total number of sales for submitted date
Sales Amount - The total dollar amount of the transactions for the submitted date
Submit Date - Date the batch was submitted to Merchant Services
Submitted Currency Amount – Amount of Transaction in the currency which it was submitted
Submitted Currency Code - 3 digit code and description identifying the currency the transaction was submitted in
Terminal ID - ID number of the terminal on which the transaction was processed
Transaction Amount - The amount of the sale or refund
Transaction Date - Date the transaction occurred
Transaction ID - Unique 15-digit number assigned to all original purchase transactions
Transaction Status - Indicates whether transaction was Processed, Cancelled, or Rejected
Transaction Time - Time at which the transaction occurred
Trans Type - Numeric code that identifies the transaction as a sale, credit or cash advance

2.1 Credit & Debit Transactions

Select **Credit Transactions** or **Debit Transaction** from the submenu and a search window displays. Complete the required Date Range fields and other optional fields and click the Submit button.

2.1.1 Search window is the same for Credit/Debit Transactions



ID – Enter the ID and level for a specific location.

Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Date Type – Choose either Submit Date or Transaction Date.

Amount Range – Enter the transaction dollar amount you wish to include in the search.

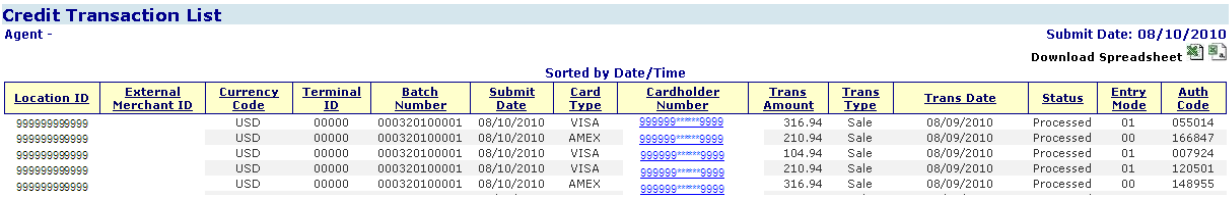
Cardholder # / Invoice # / Reference # -- Enter any of the 3 numbers and choose the corresponding option from the drop down box. When searching by Cardholder Number, you may enter either the last 4 digits or the complete card number.

Card Type – Select ALL, Visa, MasterCard, Discover, American Express or Other.

Sort By – Select from the dropdown; Date/Time, Cardholder Number, Amount.

After entering the search criteria, click Submit and the **Credit Transaction List** (or **Debit Transaction List**) displays. Click on any of the column headings to sort the report differently.

2.1.2 Credit Transaction List



Location ID	External Merchant ID	Currency Code	Terminal ID	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Amount	Trans Type	Trans Date	Status	Entry Mode	Auth Code
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	316.94	Sale	08/09/2010	Processed	01	055014
999999999999		USD	00000	000320100001	08/10/2010	AMEX	999999******9999	210.94	Sale	08/09/2010	Processed	00	166847
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	104.94	Sale	08/09/2010	Processed	01	007924
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	210.94	Sale	08/09/2010	Processed	01	120501
999999999999		USD	00000	000320100001	08/10/2010	AMEX	999999******9999	316.94	Sale	08/09/2010	Processed	00	148955

Click on the **Cardholder Number** ant the **Credit Transaction Detail** window will display.

2.1.3 Credit Transaction Detail

Credit Transaction Detail

Transaction Detail			
Location ID	999999999999	External Merchant ID	
Merchant Name	DBA Name	Card Type	VISA
Terminal ID	00000	Cardholder Number	9999999999999999
Batch Number	000320100001	Invoice / Trace ID	60104360
Submit Date	08/10/2010	Transaction Date	08/09/2010
Entry Mode	01 - Manual/key entered	Payment Amount	316.94
Entry Description	M - Manual	Processed Currency Code	USD - U.S. Dollar
Plan Code	V051 - Vi-cps/rewards 2	Transaction Status	Processed
CVV2 Result		Submitted Currency Amount	0.00
Billback Reason		Submitted Currency Code	USD - U.S. Dollar
Reclass Code		Currency Conversion Rate	0
Partial Auth Indicator	0		
Health Care Card			
Reference Number	999999999999999999999999		
Transaction ID	000219713289307		

Authorizations | View Card Issuer Info | Addendums

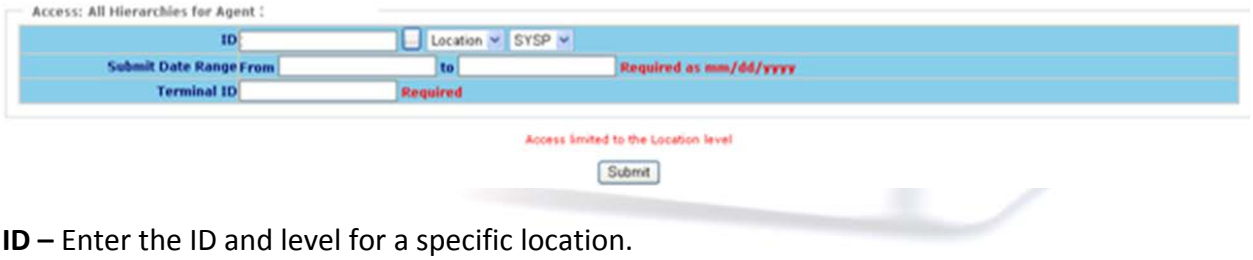
2.2 Terminal Transactions

Select **Terminal Transactions** from the submenu and a search menu displays allowing you to search on credit card transactions within the last 6 months for a specific terminal. You can use this report to research potential internal fraud by reviewing a specific terminal for suspicious activity.

Complete the required Date Range fields and other optional fields and click the Submit button.

Submit

2.2.1 Terminal Transaction Selection Window



ID – Enter the ID and level for a specific location.

Submit Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Terminal ID – (Required Field) Enter the terminal that you wish to include in the search.

After entering the search criteria, click Submit and the **Terminal Transaction List** displays. Click on any of the column headings to sort the report differently.

2.2.2 Terminal Transaction List

Terminal Transaction List

Location -

Submit Dates: 08/10/2010

Sorted by Date/Time

Location ID	External Merchant ID	Currency Code	Terminal ID	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Amount	Trans Type	Trans Date	Status	Entry Mode	Auth Code
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	316.94	Sale	08/09/2010	Processed	01	055014
999999999999		USD	00000	000320100001	08/10/2010	AMEX	999999******9999	210.94	Sale	08/09/2010	Processed	00	166847
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	104.94	Sale	08/09/2010	Processed	01	007924
999999999999		USD	00000	000320100001	08/10/2010	VISA	999999******9999	210.94	Sale	08/09/2010	Processed	01	120501

Click on the **Cardholder Number** hyperlink to display additional detail on the transaction.

2.3 Rejected Transactions

Select **Rejected Transactions** from the submenu and a search menu displays allowing you to search on rejected transactions for a date range within the last 6 months. You may use this report to identify training opportunities at point of sale.

Complete the required Date Range fields and other optional fields and click the Submit button.

2.3.1 Rejected Transaction Search screen

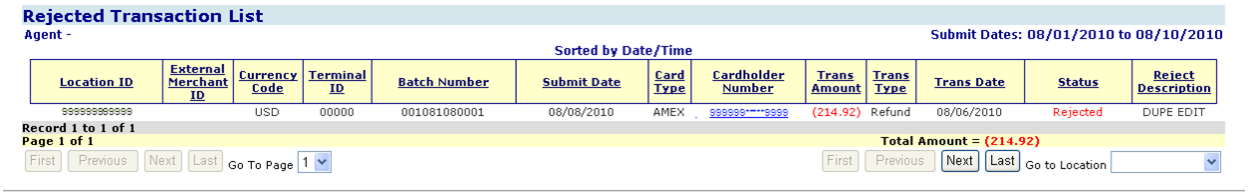
ID – Enter the ID and level for a specific location.

Submit Date Range – (Required Field) Enter the dates within the last 6 months that you wish to include in the search.

Batch Number – Enter a specific batch number if you wish to exclude transactions from other batches within a date range.

After entering the search criteria, click Submit and the **Rejected Transaction List** displays. Click on any of the column headings to sort the report differently.

2.3.2 Rejected Transaction List



2.4 Transaction Summary

Select **Transaction Summary** from the submenu and a search menu displays allowing you to view either of two reconciliation reports. You may select **Card Type Summary** or **Batch Summary** by choosing from the drop down in the last field on the Transaction Summary Search window.

2.4.1 Transaction Summary Search window

The Card Type Summary provides you with a summary for all card types for the past 13 months. You can drill down by clicking on the card type hyperlink to view a breakdown by location and then click on the cardholder number hyperlink to view transaction details for the past 6 months.

2.4.2 Card Type Summary

Card Type Summary Totals

Location -

08/10/2010 to 08/10/2010

Currency Code	Submit Date	Card Type	Sales Count	Sales Amount	Refund Count	Refund Amount	Net Submitted Count	Net Submitted Amount	Reject Count	Reject Amount	Net Processed Count	Net Processed Amount
USD	08/10/2010	MC	4	791.81	0	0.00	4	791.81	0	0.00	4	791.81
USD		VISA	19	3,705.59	0	0.00	19	3,705.59	0	0.00	19	3,705.59
USD		DSCVR	1	214.92	0	0.00	1	214.92	0	0.00	1	214.92
USD		AMEX	11	2,426.34	0	0.00	11	2,426.34	0	0.00	11	2,426.34
Subtotal for Date			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Subtotal for Currency Code			35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Page Totals												
USD			**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**
Grand Total												
USD		**MC**	**4**	**791.81**	**0**	**0.00**	**4**	**791.81**	**0**	**0.00**	**4**	**791.81**
USD		**VISA**	**19**	**3,705.59**	**0**	**0.00**	**19**	**3,705.59**	**0**	**0.00**	**19**	**3,705.59**
USD		**DSCVR**	**1**	**214.92**	**0**	**0.00**	**1**	**214.92**	**0**	**0.00**	**1**	**214.92**
USD		**AMEX**	**11**	**2,426.34**	**0**	**0.00**	**11**	**2,426.34**	**0**	**0.00**	**11**	**2,426.34**
USD		**JCB**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**
USD		**DINER**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**	**0**	**0.00**

Record 1 to 4 of 4
Page 1 of 1
First Previous Next Last Go To Page 1

The Batch Summary displays closed batches for a given day or date range, and like the Card Type Summary, it is available for 13 months with detail available for the past 6 months. You can use this report to view your transaction counts and amounts by batch. Click on the Location ID hyperlink to see detailed information.

2.4.3 Batch Summary

Batch Summary Totals

Location -

08/10/2010 to 08/10/2010

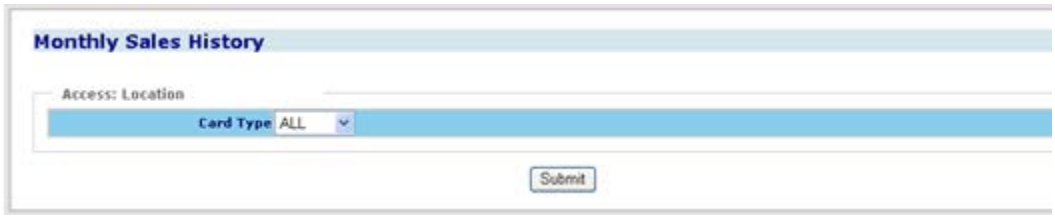
Currency Code	Location ID	External Merchant ID	Submit Date	Batch Number	Sales Count	Sales Amount	Refund Count	Refund Amount	Net Submitted Count	Net Submitted Amount	Reject Count	Reject Amount	Net Processed Count	Net Processed Amount
USD	[redacted]		08/10/2010	000320100001	35	7,138.66	0	0.00	35	7,138.66	0	0.00	35	7,138.66
Subtotal for Currency Code					**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**
Page Totals														
USD					**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**
Grand Total														
USD					**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**	**0**	**0.00**	**35**	**7,138.66**

Record 1 to 1 of 1
Page 1 of 1
First Previous Next Last Go To Page 1

2.5 Monthly Sales History

You can view bankcard activity by card type for 13 months from the Monthly Sales History selection on the Sales tab. Just select the **Card Type** from the dropdown and click **Submit**.

2.5.1 Monthly Sales Summary selection window



Click on the **Month** hyperlink to view location totals. You can use this report to analyze location performance.

2.5.2 Monthly Sales Summary selection window

Monthly Sales History

Location -

July 2009 to August 2010

Currency Code	Month	Sales Amount	Refund Amount	Reject Amount	Net Amount	Average Ticket
USD	July 2009	68,754.72	(633.88)	0.00	68,120.84	233.29
USD	August 2009	9,097.38	(421.88)	0.00	8,675.50	188.60
USD	September 2009	5,872.34	0.00	0.00	5,872.34	195.74
USD	October 2009	63.58	0.00	0.00	63.58	21.19
USD	November 2009	227.08	0.00	0.00	227.08	37.85
USD	December 2009	1,185.13	0.00	0.00	1,185.13	59.26
USD	January 2010	1,623.62	0.00	0.00	1,623.62	108.24
USD	February 2010	106.29	(105.99)	0.00	0.30	0.04
USD	March 2010	155.45	0.00	0.00	155.45	25.91
USD	April 2010	100.66	(52.99)	0.00	47.67	5.30
USD	May 2010	567.00	0.00	0.00	567.00	51.55
USD	June 2010	53,318.09	0.00	0.00	53,318.09	247.99
USD	July 2010	87,931.40	(1,320.75)	0.00	86,610.65	231.58
USD	August 2010	60,054.36	(421.88)	0.00	59,632.48	216.06
Grand Total For Currency (USD)		**289,057.10**	**(2,957.37)**	**0.00**	**286,099.73**	**218.23**

3 Funding

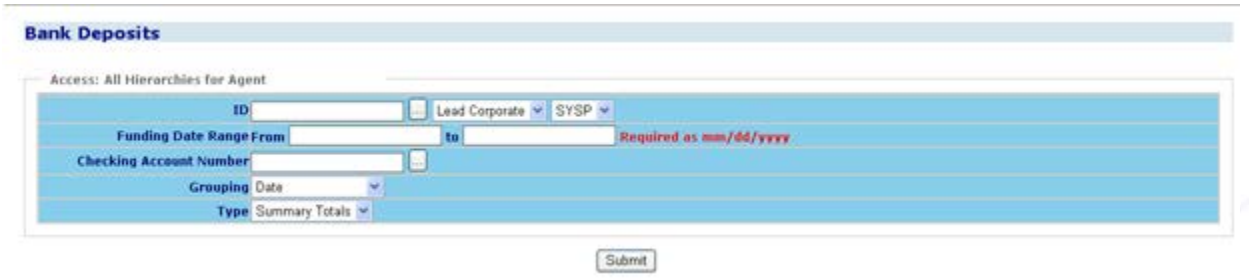
The Funding tab is used to reconcile your bank account and contains 5 submenu selections;

- Bank Deposits
- All Activity Summary
- Withheld Funds
- Monthly Fee and Service Charge History
- Monthly Statement

3.1 Bank Deposits

There are 2 reports available to assist with reconciliation of your bank statement, the **Deposit Summary Totals** and the **Deposit Expanded Detail.** Make your selection from the drop down on the last field of the **Bank Deposits** search window. You can limit your search by entering the **Funding Date Range**, **Checking Account Number** and select either Date or Checking Account from the **Grouping** field to determine how the totals are displayed on your report.

3.1.1 Bank Deposits search window



Shown below is the **Deposit Summary Totals** report grouped by Date. This report may be used in addition to the Bank Deposit information on the Reporting Dashboard if you need to view more than 7 days of deposit information. You can click the **Date** hyperlink to view funding categories by checking account number.

3.1.2 Bank Deposits search window

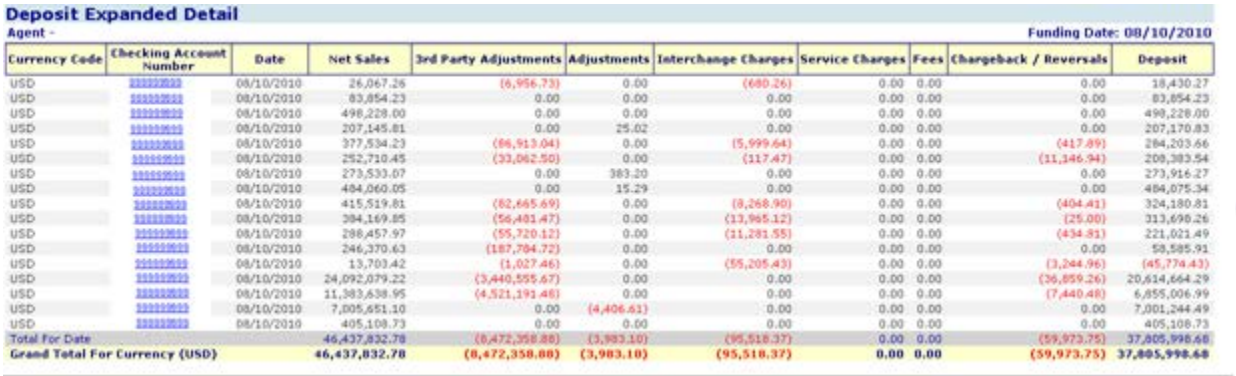
Field Definitions are listed below for both the Deposit Summary Totals and the Deposit Expanded Detail report;

Currency Code - 3 digit code identifying the funded currency
Date - The date of the checking account deposit
Net Sales = Sales - Refund Amount

3rd Party Adjustments - Transactions that are passed directly to a third party service provider for processing and/or funding
Adjustments - Amounts credited to or deducted from your account to resolve processing or billing discrepancies
Interchange Charges - Variable amounts established by the Card Associations for processing transactions
Service Charges - Amounts charged to authorize, process and settle card transactions
Fees - A range of transaction-based and/or fixed amounts for specific card processing services
Chargebacks/Reversals - Transactions that are challenged or disputed by a cardholder or card-issuing bank. A Chargeback is the amount that is disputed by the cardholder or card-issuing bank. A Reversal is the amount that was previously resolved against the merchant but now is resolved in favor of the merchant.
Deposit - Amount deposited to your checking account

The **Deposit Expanded Detail** report displays bank deposit information broken down by checking account number. You can click on the **Checking Account Number** hyperlink to view Batch Summary Totals. Click on the **Location ID** hyperlink to view Credit Transaction List and click on the **Cardholder Number** to view the Credit Transaction Detail.

3.1.3 Bank Deposits search window


Deposit Expanded Detail

Agent -

Funding Date: 08/10/2010

Currency Code	Checking Account Number	Date	Net Sales	3rd Party Adjustments	Adjustments	Interchange Charges	Service Charges	Fees	Chargeback / Reversals	Deposit
USD	[redacted]	08/10/2010	26,067.26	(6,956.73)	0.00	(680.26)	0.00	0.00	0.00	18,430.27
USD	[redacted]	08/10/2010	83,854.23	0.00	0.00	0.00	0.00	0.00	0.00	83,854.23
USD	[redacted]	08/10/2010	498,228.00	0.00	0.00	0.00	0.00	0.00	0.00	498,228.00
USD	[redacted]	08/10/2010	207,145.81	0.00	25.02	0.00	0.00	0.00	0.00	207,170.83
USD	[redacted]	08/10/2010	377,534.23	(86,913.04)	0.00	(5,999.64)	0.00	0.00	(417.89)	284,203.66
USD	[redacted]	08/10/2010	252,710.45	(33,062.50)	0.00	(117.47)	0.00	0.00	(11,146.94)	208,383.54
USD	[redacted]	08/10/2010	273,533.07	0.00	383.20	0.00	0.00	0.00	0.00	273,916.27
USD	[redacted]	08/10/2010	484,060.05	0.00	15.29	0.00	0.00	0.00	0.00	484,075.34
USD	[redacted]	08/10/2010	415,519.81	(82,665.69)	0.00	(8,268.90)	0.00	0.00	(404.41)	324,180.81
USD	[redacted]	08/10/2010	384,169.85	(56,481.47)	0.00	(13,965.12)	0.00	0.00	(25.00)	313,698.26
USD	[redacted]	08/10/2010	288,457.97	(55,720.12)	0.00	(11,281.55)	0.00	0.00	(434.81)	221,021.49
USD	[redacted]	08/10/2010	246,370.63	(187,784.72)	0.00	0.00	0.00	0.00	0.00	58,585.91
USD	[redacted]	08/10/2010	13,703.42	(1,027.46)	0.00	(55,205.43)	0.00	0.00	(3,244.96)	(45,774.43)
USD	[redacted]	08/10/2010	24,092,079.22	(3,440,555.67)	0.00	0.00	0.00	0.00	(36,859.26)	20,614,664.29
USD	[redacted]	08/10/2010	11,383,638.95	(4,521,191.46)	0.00	0.00	0.00	0.00	(7,440.48)	6,855,006.99
USD	[redacted]	08/10/2010	7,005,651.10	0.00	(4,406.61)	0.00	0.00	0.00	0.00	7,001,244.49
USD	[redacted]	08/10/2010	405,108.73	0.00	0.00	0.00	0.00	0.00	0.00	405,108.73
Total For Date			46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68
Grand Total For Currency (USD)			46,437,832.78	(8,472,358.88)	(3,983.10)	(95,518.37)	0.00	0.00	(59,973.75)	37,805,998.68

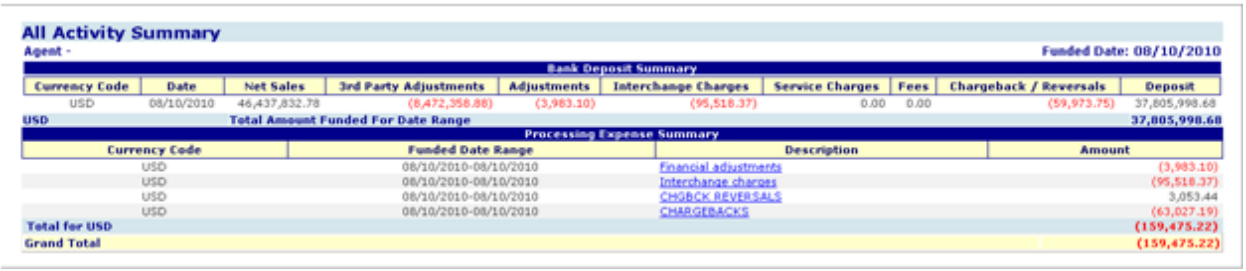
3.2 All Activity Summary

The **All Activity Summary** report displays your processing expense along with a summary of your bank deposits for a period of up to 13 months.

3.2.1 All Activity search window

The **Funded Date Range** field is the only required field enter From/To dates within the last 13 months. If the Checking Account Number is not known you may use the search button to the right of that field to search for a specific account number.

3.2.2 All Activity Summary


All Activity Summary
Agent -
Funded Date: 08/10/2010
Bank Deposit Summary
Currency Code | Date | Net Sales | 3rd Party Adjustments | Adjustments | Interchange Charges | Service Charges | Fees | Chargeback / Reversals | Deposit
USD 08/10/2010 46,437,832.78 (8,472,358.88) (3,983.10) (95,518.37) 0.00 0.00 (59,973.75) 37,805,998.68
USD Total Amount Funded For Date Range 37,805,998.68
Processing Expense Summary
Currency Code | Funded Date Range | Description | Amount
USD 08/10/2010-08/10/2010 Financial adjustments (3,983.10)
USD 08/10/2010-08/10/2010 Interchange charges (95,518.37)
USD 08/10/2010-08/10/2010 CHGBCK REVERSALS 3,053.44
USD 08/10/2010-08/10/2010 CHARGEBACKS (63,027.19)
Total for USD (159,475.22)
Grand Total (159,475.22)

Field Definitions for the All Activity Summary report are the same as those for Bank Deposits in section 5.1. Click the **Date** hyperlink in the Bank Deposit Summary section or click the **Description** hyperlink in the Processing Expense Summary section to see detailed items for the funding categories.

3.3 Withheld Funds

If your account is set up for Withheld Funds this report can be used to track the funds withheld from the deposit to your account. Select **Funding** from the toolbar, then click **Withheld Funds** from the dropdown.

3.3.1 Withheld Funds search window

Enter the location ID and select the level you would like to search. The **Process Date Range From/To** fields must contain dates within the last 13 months. Click **Submit** to run the report.

3.3.2 Withheld Funds report

WithHeld Funds
Location -
Run Date: 08/12/2010
From 07/01/2010 to 08/12/2010
Location ID | Currency Code | Date | Category | Account Balance
USD 07/05/2010 PENDING 6,840.63
Total USD 6,840.63
Record 1 to 1 of 1
Page 1 of 1
First Previous Next Last Go To Page 1

Withheld Funds report field definitions:

Location ID - Location where the transaction was processed

Currency Code - 3 digit code identifying the funded currency

Date - Date of the account balance

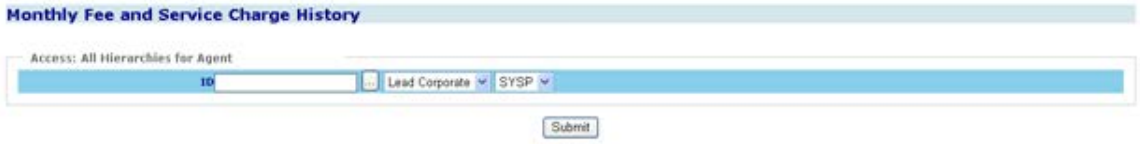
Category - Type of funds being held

Account Balance - The balance being withheld from the merchant‟s business checking account

3.4 Monthly Fee and Service Charge History

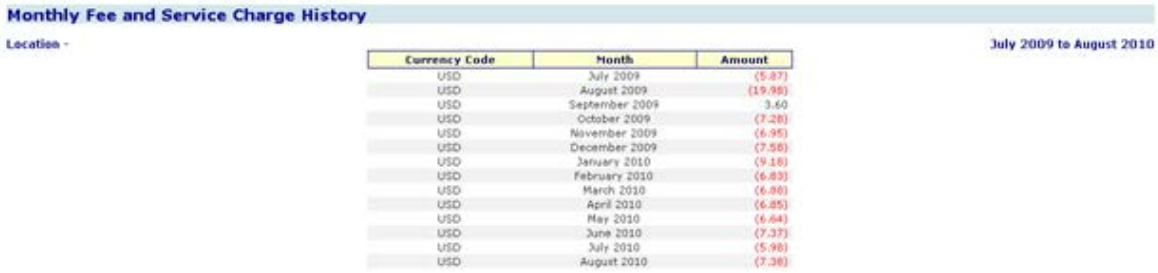
The **Monthly Fee and Service Charge History** displays information by month and contains information for up to 13 months. Select the **Funding** tab from the toolbar and then click **Monthly Fee and Service Charge History** from the dropdown.

3.4.1 Monthly Fee and Service Charge History search window



Enter the **ID** and the level you wish to search and click **Submit**.

3.4.2 Withheld Funds report



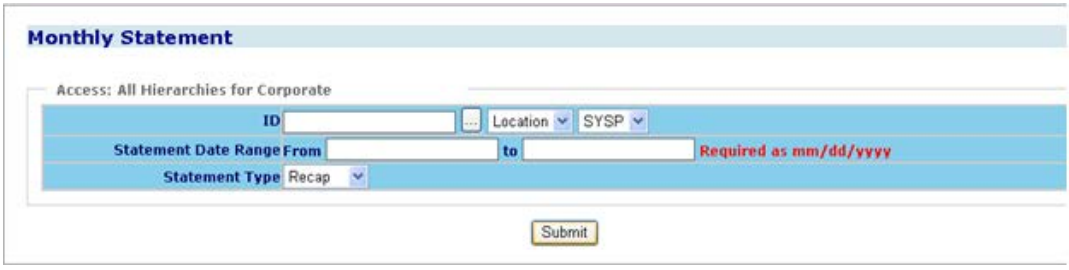
The **Amount** field displays the monthly fee and service charges that were billed for the month.

3.5 Monthly Statement

The **Monthly Statement** allows you to view a copy of your monthly processing statement. You can save a copy to your hard drive or print it.

Note: The size limit for Monthly statements is 2MB. Statements larger than that will not be available through ClientLine®.

3.5.1 Monthly Statement search window

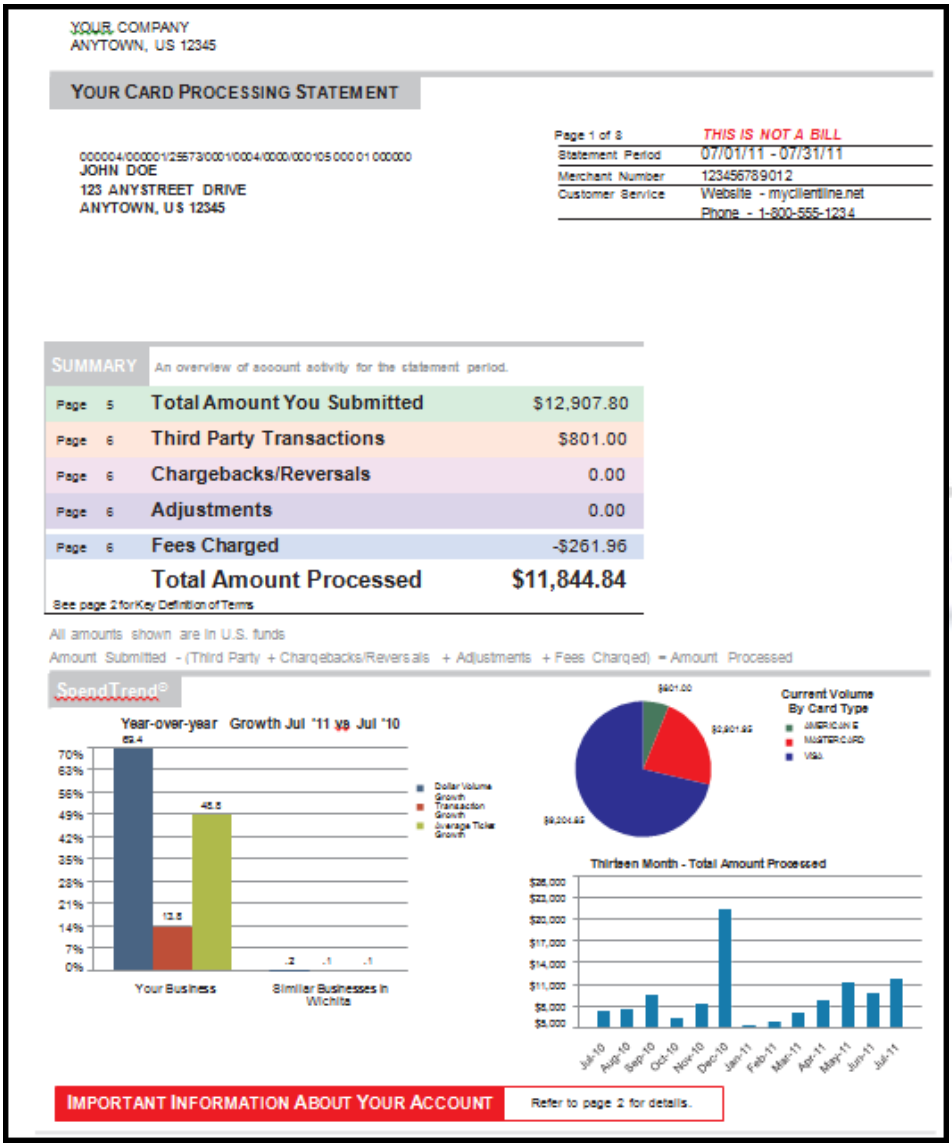


Enter the **ID** and the level you wish to search. You may enter dates within the past 13 months in the **Statement Date Range From/To** fields. If you wish to view your account activity at a corporate level choose **Recap** from the **Statement Type** field. Choose **Location** to view a specific location's processing activity. Click **Submit.**

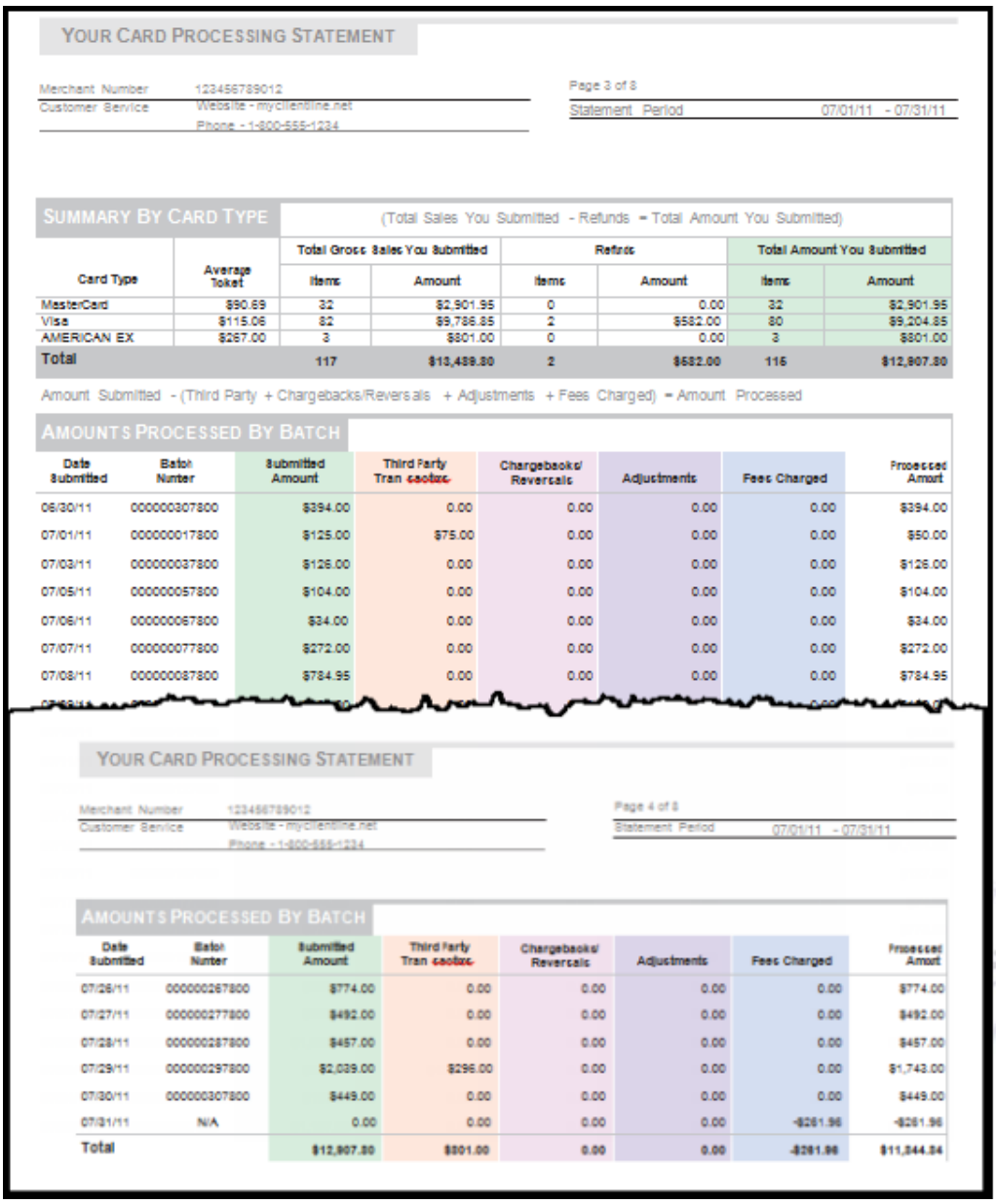
3.5.2 Monthly Statement List

From the **Monthly Statement List** window, select the month you wish to view and then click **Get Statement**. The size limit for Monthly statements is 2mb. ClientLine® reporting will not display any statements larger than that.

3.5.3 Monthly Statement Summary Page


YOUR COMPANY
ANYTOWN, US 12345
YOUR CARD PROCESSING STATEMENT
JOHN DOE
123 ANYSTREET DRIVE
ANYTOWN, US 12345
Page 1 of 8
THIS IS NOT A BILL
Statement Period 07/01/11 - 07/31/11
Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234
SUMMARY
An overview of account activity for the statement period.
Page 5 Total Amount You Submitted $12,907.80
Page 6 Third Party Transactions $801.00
Page 6 Chargebacks/Reversals 0.00
Page 6 Adjustments 0.00
Page 6 Fees Charged -$261.96
Total Amount Processed $11,844.84
See page 2 for Key Definition of Terms
All amounts shown are in U.S. funds
Amount Submitted - (Third Party + Chargebacks/Reversals + Adjustments + Fees Charged) = Amount Processed
SpendTrend©
Year-over-year Growth Jul '11 vs Jul '10
Your Business
Similar Businesses in Wichita
Current Volume By Card Type
Thirteen Month - Total Amount Processed
IMPORTANT INFORMATION ABOUT YOUR ACCOUNT
Refer to page 2 for details.

3.5.4 Monthly Statement



YOUR CARD PROCESSING STATEMENT

Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234

Page 3 of 8
Statement Period 07/01/11 - 07/31/11

SUMMARY BY CARD TYPE

(Total Sales You Submitted - Refunds = Total Amount You Submitted)

Card Type	Average Ticket	Total Gross Sales You Submitted		Refunds		Total Amount You Submitted	
		Items	Amount	Items	Amount	Items	Amount
MasterCard	$90.69	32	$2,901.95	0	0.00	32	$2,901.95
Visa	$115.06	82	$9,786.85	2	$582.00	80	$9,204.85
AMERICAN EX	$267.00	3	$801.00	0	0.00	3	$801.00
Total		**117**	**$13,489.80**	**2**	**$582.00**	**115**	**$12,907.80**

Amount Submitted - (Third Party + Chargebacks/Reversals + Adjustments + Fees Charged) = Amount Processed

AMOUNTS PROCESSED BY BATCH

Date Submitted	Batch Number	Submitted Amount	Third Party Tran ~~caotax~~	Chargebacks/ Reversals	Adjustments	Fees Charged	Processed Amount
06/30/11	000000307800	$394.00	0.00	0.00	0.00	0.00	$394.00
07/01/11	000000017800	$125.00	$75.00	0.00	0.00	0.00	$50.00
07/03/11	000000037800	$126.00	0.00	0.00	0.00	0.00	$126.00
07/05/11	000000057800	$104.00	0.00	0.00	0.00	0.00	$104.00
07/06/11	000000067800	$34.00	0.00	0.00	0.00	0.00	$34.00
07/07/11	000000077800	$272.00	0.00	0.00	0.00	0.00	$272.00
07/08/11	000000087800	$784.95	0.00	0.00	0.00	0.00	$784.95

YOUR CARD PROCESSING STATEMENT

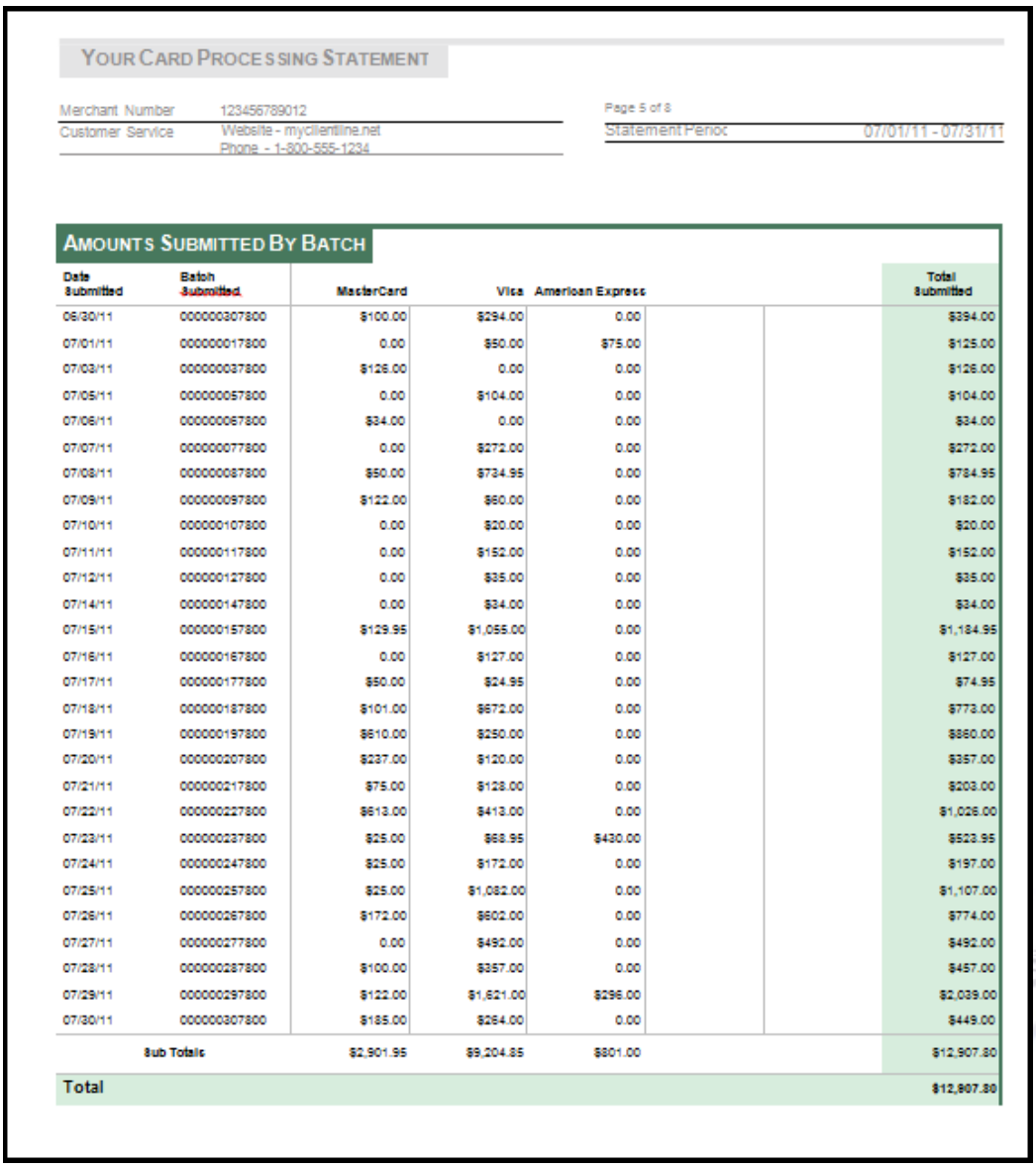
Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234

Page 4 of 8
Statement Period 07/01/11 - 07/31/11

AMOUNTS PROCESSED BY BATCH

Date Submitted	Batch Number	Submitted Amount	Third Party Tran ~~caotax~~	Chargebacks/ Reversals	Adjustments	Fees Charged	Processed Amount
07/26/11	000000267800	$774.00	0.00	0.00	0.00	0.00	$774.00
07/27/11	000000277800	$492.00	0.00	0.00	0.00	0.00	$492.00
07/28/11	000000287800	$457.00	0.00	0.00	0.00	0.00	$457.00
07/29/11	000000297800	$2,039.00	$296.00	0.00	0.00	0.00	$1,743.00
07/30/11	000000307800	$449.00	0.00	0.00	0.00	0.00	$449.00
07/31/11	N/A	0.00	0.00	0.00	0.00	-$261.96	-$261.96
Total		**$12,907.80**	**$801.00**	**0.00**	**0.00**	**-$261.96**	**$11,844.84**

3.5.5 Monthly Statement



YOUR CARD PROCESSING STATEMENT

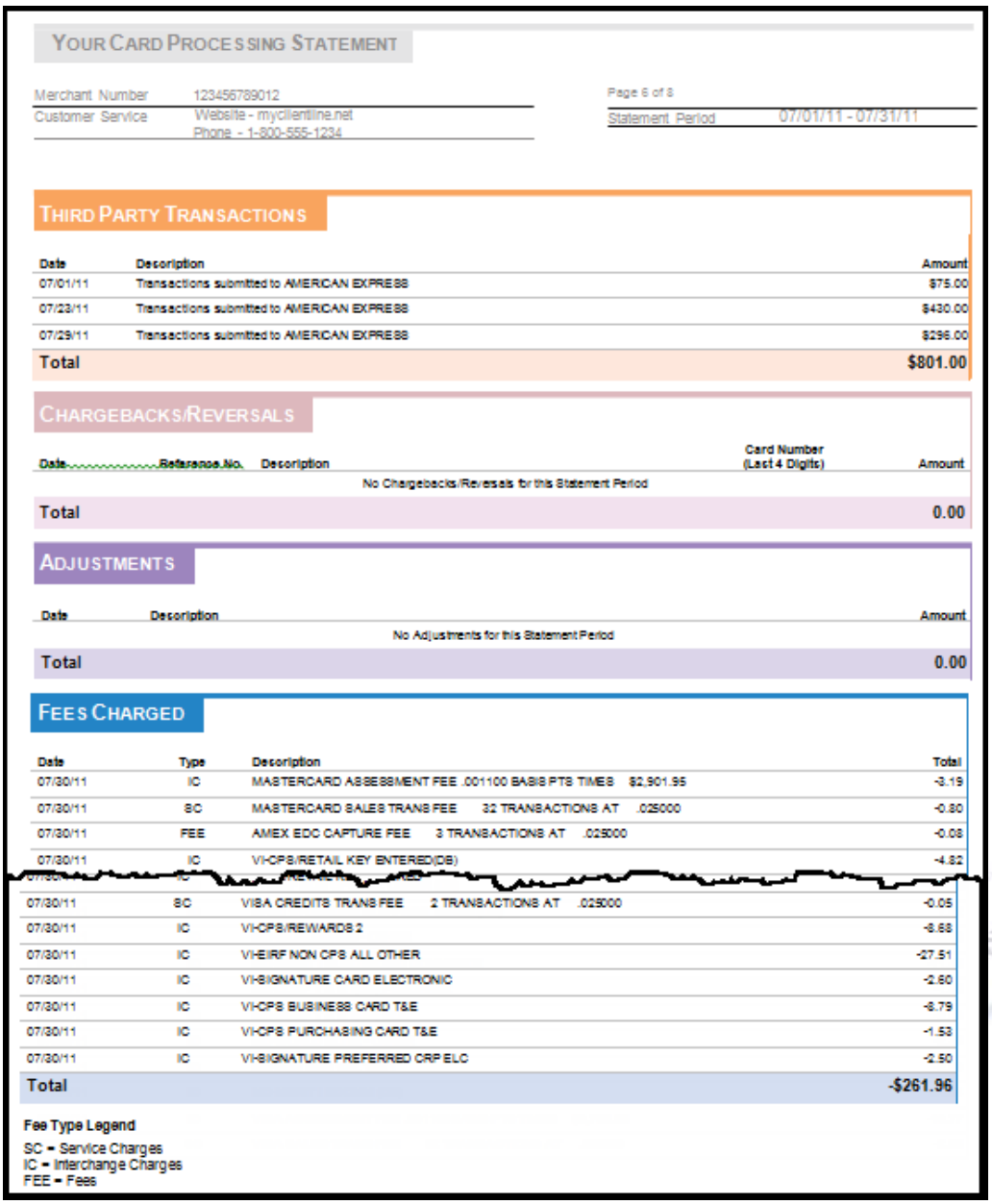
Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234

Page 5 of 8
Statement Period 07/01/11 - 07/31/11

AMOUNTS SUBMITTED BY BATCH

Date Submitted	Batch Submitted	MasterCard	Visa	American Express			Total Submitted
06/30/11	000000307800	$100.00	$294.00	0.00			$394.00
07/01/11	000000017800	0.00	$50.00	$75.00			$125.00
07/03/11	000000037800	$126.00	0.00	0.00			$126.00
07/05/11	000000057800	0.00	$104.00	0.00			$104.00
07/06/11	000000067800	$34.00	0.00	0.00			$34.00
07/07/11	000000077800	0.00	$272.00	0.00			$272.00
07/08/11	000000087800	$50.00	$734.95	0.00			$784.95
07/09/11	000000097800	$122.00	$60.00	0.00			$182.00
07/10/11	000000107800	0.00	$20.00	0.00			$20.00
07/11/11	000000117800	0.00	$152.00	0.00			$152.00
07/12/11	000000127800	0.00	$35.00	0.00			$35.00
07/14/11	000000147800	0.00	$34.00	0.00			$34.00
07/15/11	000000157800	$129.95	$1,055.00	0.00			$1,184.95
07/16/11	000000167800	0.00	$127.00	0.00			$127.00
07/17/11	000000177800	$50.00	$24.95	0.00			$74.95
07/18/11	000000187800	$101.00	$672.00	0.00			$773.00
07/19/11	000000197800	$610.00	$250.00	0.00			$860.00
07/20/11	000000207800	$237.00	$120.00	0.00			$357.00
07/21/11	000000217800	$75.00	$128.00	0.00			$203.00
07/22/11	000000227800	$613.00	$413.00	0.00			$1,026.00
07/23/11	000000237800	$25.00	$68.95	$430.00			$523.95
07/24/11	000000247800	$25.00	$172.00	0.00			$197.00
07/25/11	000000257800	$25.00	$1,082.00	0.00			$1,107.00
07/26/11	000000267800	$172.00	$602.00	0.00			$774.00
07/27/11	000000277800	0.00	$492.00	0.00			$492.00
07/28/11	000000287800	$100.00	$357.00	0.00			$457.00
07/29/11	000000297800	$122.00	$1,621.00	$296.00			$2,039.00
07/30/11	000000307800	$185.00	$264.00	0.00			$449.00
Sub Totals		$2,901.95	$9,204.85	$801.00			$12,907.80
Total							$12,907.80

3.5.6 Monthly Statement



YOUR CARD PROCESSING STATEMENT

Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234

Page 6 of 8
Statement Period 07/01/11 - 07/31/11

THIRD PARTY TRANSACTIONS

Date	Description	Amount
07/01/11	Transactions submitted to AMERICAN EXPRESS	$75.00
07/23/11	Transactions submitted to AMERICAN EXPRESS	$430.00
07/29/11	Transactions submitted to AMERICAN EXPRESS	$296.00
Total		$801.00

CHARGEBACKS/REVERSALS

Date	Reference No.	Description	Card Number (Last 4 Digits)	Amount
No Chargebacks/Reversals for this Statement Period				
Total				0.00

ADJUSTMENTS

Date	Description	Amount
No Adjustments for this Statement Period		
Total		0.00

FEES CHARGED

Date	Type	Description	Total
07/30/11	IC	MASTERCARD ASSESSMENT FEE .001100 BASIS PTS TIMES $2,901.95	-3.19
07/30/11	SC	MASTERCARD SALES TRANS FEE 32 TRANSACTIONS AT .025000	-0.80
07/30/11	FEE	AMEX EDC CAPTURE FEE 3 TRANSACTIONS AT .025000	-0.08
07/30/11	IC	VI-CPS/RETAIL KEY ENTERED(DB)	-4.82
07/30/11	SC	VISA CREDITS TRANS FEE 2 TRANSACTIONS AT .025000	-0.05
07/30/11	IC	VI-CPS/REWARDS 2	-8.68
07/30/11	IC	VI-EIRF NON CPS ALL OTHER	-27.51
07/30/11	IC	VI-SIGNATURE CARD ELECTRONIC	-2.60
07/30/11	IC	VI-CPS BUSINESS CARD T&E	-8.79
07/30/11	IC	VI-CPS PURCHASING CARD T&E	-1.53
07/30/11	IC	VI-SIGNATURE PREFERRED CRP ELC	-2.50
Total			-$261.96

Fee Type Legend
SC = Service Charges
IC = Interchange Charges
FEE = Fees

3.5.7 Monthly Statement

YOUR CARD PROCESSING STATEMENT

Merchant Number 123456789012
Customer Service Website - myclientline.net
Phone - 1-800-555-1234

Page 7 of 8
Statement Period 07/01/11 - 07/31/11

PENDING INTERCHANGE CHARGES

Product/Description	Sales Total	% Of Sales	Number of Transactions	% of Total Transactions	Interchange Cost Rate	Interchange Cost Per Transaction	Sub Total	Total Interchange Charges
MASTERCARD NONDEBIT								
WORLDCARD - OTHER	125.00	4	4	13	2.30	0.100	3.28	
MERIT I ELECTRONIC COMMER	569.00	20	7	22	1.89	0.100	11.45	
CORP T & E I(US) PURCHASE	50.00	2	1	3	2.70		1.35	
CORP T & E I(US) BUS	25.00	1	1	3	2.50		0.63	
WORLD ELITE - OTHER	75.00	3	3	9	2.75	0.100	2.36	
BUS ENH VAL T&E I	79.95	3	1	3	2.62		2.09	
MASTERCARD NONDEBIT TOTAL	**923.95**		**17**					**21.16**
MASTERCARD DEBIT								
MERIT I ECOMM (DB)	1,978.00	68	15	47	1.64	0.160	34.84	
MASTERCARD DEBIT TOTAL	**1,978.00**		**15**					**34.84**
VISA NONDEBIT								
CPS/RETAIL KEY ENTERED	143.90	2	3	4	1.80	0.100	2.89	
CPS/REWARDS 2	429.95	5	3	4	1.95	0.100	8.68	
EIRF NON CPS ALL OTHER	1,157.00	13	9	11	2.30	0.100	27.51	
SIGNATURE CARD ELECTRONIC	100.00	1	3	4	2.30	0.100	2.60	
CPS BUSINESS CARD T&E	358.00	4	2	3	2.40	0.100	8.79	
CPS PURCHASING CARD T&E	50.00	1	2	3	2.65	0.100	1.53	
SIGNATURE PREFERRED CRP E	100.00	1	1	1	2.40	0.100	2.50	
VISA NONDEBIT TOTAL	**2,338.85**		**23**					**54.50**
VISA DEBIT								
CPS/RETAIL KEY ENTERED(DB	245.00	3	6	8	1.60	0.150	4.82	
EIRF NON CPS ALL OTHER (D	7,203.00	78	53	66	1.75	0.200	136.65	
CRVCHR NON-PASS TRANS (DB	-582.00	-6	-2	-3	1.31		-7.62	
VISA DEBIT TOTAL	**6,866.00**		**57**					**133.85**
Total	**12,106.80**		**112**					**244.35**

TAX GROSS REPORTABLE SALES BY TIN

Total dollar amount of aggregate reportable payment card transactions funded and third party network transactions, for each participating payee, without regard to any adjustments for credits, cash equivalents, discount amount, fees, refunded amounts, or any other amounts per respective tax identification number.

Month	Description	Total
July	GROSS REPORTABLE SALES-TIN######5128	$2,199.03
	2011 YTD Gross Reportable Sales	**$21,016.52**

4 Rate Analysis

The **Rate Analysis** tab on the toolbar gives you access to reports needed to manage and analyze your interchange expenses. There are 3 selections on the submenu;

- Qualification Analysis
- Qualification Expense
- Billbacks – (Not used with Epicor Payment Exchange)

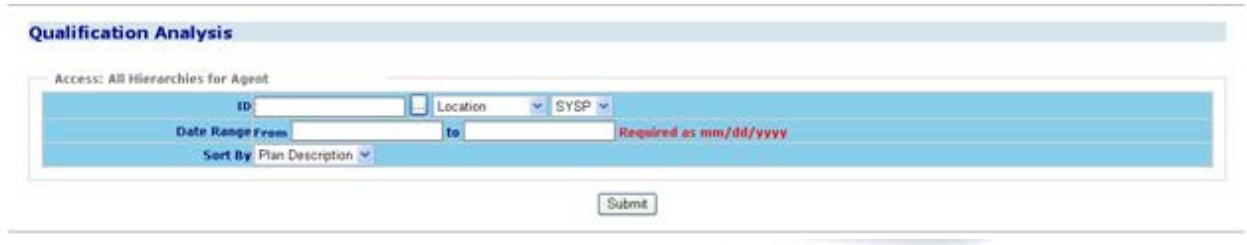
Each of these selections will be described in the sections below.

4.1 Qualification Analysis

Depending on your pricing plan all transactions may not be processed at the same rate. ClientLine® Reporting provides you with 13 months of summary and 6 months of detail history for each clear plan. Typically, merchants use the information to quantify and evaluate the amount and the percentage of sales that were processed at the higher rates. This can help you identify potential opportunities at the point of sale to reduce processing expenses.

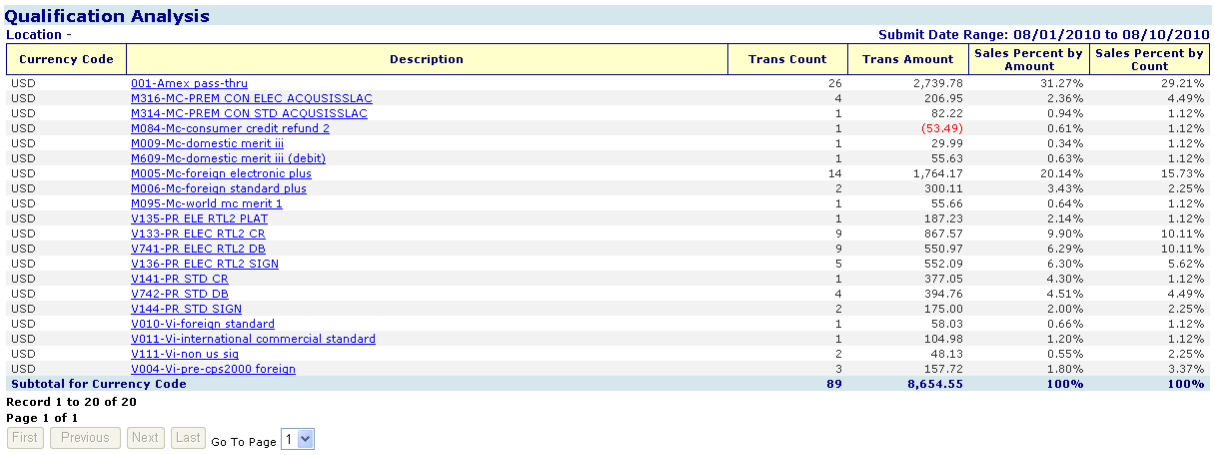
After selecting **Rate Analysis** from the toolbar, click **Qualification Analysis** from the dropdown.

4.1.1 Qualification Analysis search window



Enter the **ID** and choose the hierarchy level. The **Date Range From/To** are required fields. You may select a date range within the past 13 months. **Sort By** has a drop down allowing you to choose **Plan Description** or **Dollar Amount**. Click **Submit**.

4.1.2 Qualification Analysis report



Qualification Analysis

Location -

Submit Date Range: 08/01/2010 to 08/10/2010

Currency Code	Description	Trans Count	Trans Amount	Sales Percent by Amount	Sales Percent by Count
USD	001-Amex pass-thru	26	2,739.78	31.27%	29.21%
USD	M316-MC-PREM CON ELEC ACQUSISSLAC	4	206.95	2.36%	4.49%
USD	M314-MC-PREM CON STD ACQUSISSLAC	1	82.22	0.94%	1.12%
USD	M084-Mc-consumer credit refund 2	1	(53.49)	0.61%	1.12%
USD	M009-Mc-domestic merit iii	1	29.99	0.34%	1.12%
USD	M609-Mc-domestic merit iii (debit)	1	55.63	0.63%	1.12%
USD	M005-Mc-foreign electronic plus	14	1,764.17	20.14%	15.73%
USD	M006-Mc-foreign standard plus	2	300.11	3.43%	2.25%
USD	M095-Mc-world mc merit 1	1	55.66	0.64%	1.12%
USD	V135-PR ELE RTL2 PLAT	1	187.23	2.14%	1.12%
USD	V133-PR ELEC RTL2 CR	9	867.57	9.90%	10.11%
USD	V741-PR ELEC RTL2 DB	9	550.97	6.29%	10.11%
USD	V136-PR ELEC RTL2 SIGN	5	552.09	6.30%	5.62%
USD	V141-PR STD CR	1	377.05	4.30%	1.12%
USD	V742-PR STD DB	4	394.76	4.51%	4.49%
USD	V144-PR STD SIGN	2	175.00	2.00%	2.25%
USD	V010-Vi-foreign standard	1	58.03	0.66%	1.12%
USD	V011-Vi-international commercial standard	1	104.98	1.20%	1.12%
USD	V111-Vi-non us sig	2	48.13	0.55%	2.25%
USD	V004-Vi-pre-cps2000 foreign	3	157.72	1.80%	3.37%
Subtotal for Currency Code		**89**	**8,654.55**	**100%**	**100%**

Record 1 to 20 of 20

Page 1 of 1

First Previous Next Last Go To Page 1

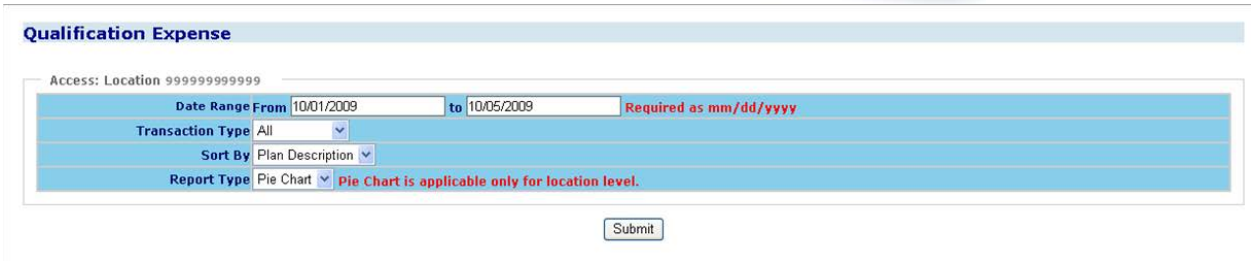
Click on **Description** hyperlink to view by location, from there you can click on the **Location ID** hyperlink to view the Credit Transaction List. On the Credit Transaction list you can click the **Cardholder Number** hyperlink to view Credit Transaction Detail. Identify which locations are not qualifying for the lowest interchange rates.

4.2 Qualification Expense

This selection provides you with interchange expense information by plan code by location which enables you to see which locations may be contributing to higher interchange costs.

After selecting **Rate Analysis** from the toolbar, click **Qualification Analysis** from the dropdown.

4.2.1 Qualification Expense report search window



Qualification Expense

Access: Location 999999999999

Date Range From 10/01/2009 to 10/05/2009 Required as mm/dd/yyyy

Transaction Type All

Sort By Plan Description

Report Type Pie Chart Pie Chart is applicable only for location level.

Submit

Enter the required **Date Range From/To** within the past 13months. Select the **Transaction Type** (All, Sales, Refunds, Chargebacks, Reversals) and **Sort By** (Plan Description, Dollar Amount). On the **Report** Type field you may select Report or Pie Chart –available only at the location level. Click **Submit**. Depending on your choice in the **Report Type** field either the Report or the Pie Chart will display; both are illustrated below.

4.2.2 Qualification Expense report

Qualification Expense

Location -

Submit Date Range: 08/01/2010 to 08/10/2010

Currency Code	Card Type	Description	Trans Count	Trans Amount	Interchange	Rate	Sales Percent by Amount	Sales Percent by Count
USD	MC	M005-Mc-foreign electronic plus	14	1,764.17	29.11	1.65% + .00	29.30%	22.22%
USD	MC	M006-Mc-foreign standard plus	2	300.11	6.45	2.15% + .00	4.98%	3.17%
USD	MC	M009-Mc-domestic merit iii	1	29.99	0.57	1.58% + .10	0.50%	1.59%
USD	MC	M084-Mc-consumer credit refund 2	1	(53.49)	(1.12)	2.09% + .00	0.89%	1.59%
USD	MC	M095-Mc-world mc merit 1	1	55.66	1.24	2.05% + .10	0.92%	1.59%
USD	MC	M314-MC-PREM CON STD ACQUSISSLAC	1	82.22	1.97	2.4% + .00	1.37%	1.59%
USD	MC	M316-MC-PREM CON ELEC ACQUSISSLAC	4	206.95	4.97	2.4% + .00	3.44%	6.35%
USD	MC	M609-Mc-domestic merit iii (debit)	1	55.63	0.73	1.05% + .15	0.92%	1.59%
USD	VISA	V004-Vi-pre-cps2000 foreign	3	157.72	1.73	1.1% + .00	2.62%	4.76%
USD	VISA	V010-Vi-foreign standard	1	58.03	0.93	1.6% + .00	0.96%	1.59%
USD	VISA	V011-Vi-international commercial standard	1	104.98	1.89	1.8% + .00	1.74%	1.59%
USD	VISA	V111-Vi-non us sig	2	48.13	0.87	1.8% + .00	0.80%	3.17%
USD	VISA	V133-PR ELEC RTL2 CR	9	867.57	11.28	1.3% + .00	14.41%	14.29%
USD	VISA	V135-PR ELE RTL2 PLAT	1	187.23	3.37	1.8% + .00	3.11%	1.59%
USD	VISA	V136-PR ELEC RTL2 SIGN	5	552.09	10.49	1.9% + .00	9.17%	7.94%
USD	VISA	V141-PR STD CR	1	377.05	6.22	1.65% + .00	6.26%	1.59%
USD	VISA	V144-PR STD SIGN	2	175.00	3.50	2% + .00	2.91%	3.17%
USD	VISA	V741-PR ELEC RTL2 DB	9	550.97	6.89	1.25% + .00	9.15%	14.29%
USD	VISA	V742-PR STD DB	4	394.76	6.51	1.65% + .00	6.56%	6.35%
Total for Currency Code			**63**	**5,914.77**	**97.61**		**100%**	**100%**

Interchange Expense is an estimated calculation; amounts may change when actual billing occurs

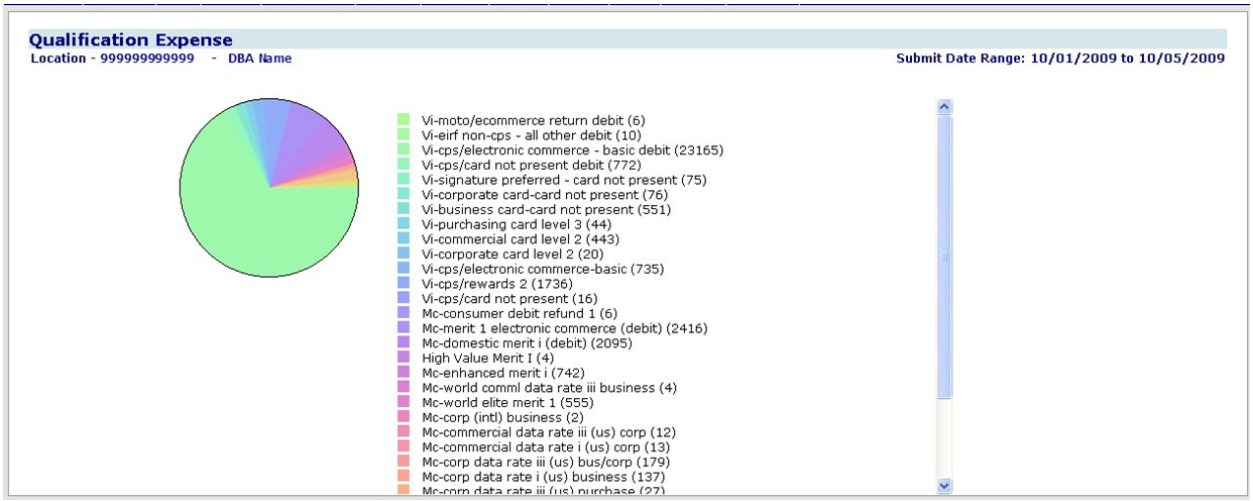
Record 1 to 19 of 19

Page 1 of 1

First Previous Next Last Go To Page 1

Click on the **Description** hyperlink to drill down by location and then on the **Location ID** hyperlink to view the Credit Transaction list. From there you may click on the **Cardholder Number** hyperlink to drill down to the Credit Transaction Detail view.

4.2.3 Qualification Expense Pie Chart


Qualification Expense
Location - 999999999999 - DBA Name
Submit Date Range: 10/01/2009 to 10/05/2009
Vi-moto/ecommerce return debit (6)
Vi-eirf non-cps - all other debit (10)
Vi-cps/electronic commerce - basic debit (23165)
Vi-cps/card not present debit (772)
Vi-signature preferred - card not present (75)
Vi-corporate card-card not present (76)
Vi-business card-card not present (551)
Vi-purchasing card level 3 (44)
Vi-commercial card level 2 (443)
Vi-corporate card level 2 (20)
Vi-cps/electronic commerce-basic (735)
Vi-cps/rewards 2 (1736)
Vi-cps/card not present (16)
Mc-consumer debit refund 1 (6)
Mc-merit 1 electronic commerce (debit) (2416)
Mc-domestic merit i (debit) (2095)
High Value Merit I (4)
Mc-enhanced merit i (742)
Mc-world comml data rate iii business (4)
Mc-world elite merit 1 (555)
Mc-corp (intl) business (2)
Mc-commercial data rate iii (us) corp (12)
Mc-commercial data rate i (us) corp (13)
Mc-corp data rate iii (us) bus/corp (179)
Mc-corp data rate i (us) business (137)

The Pie Chart graphically illustrates the card types that make up the interchange expense for your business.

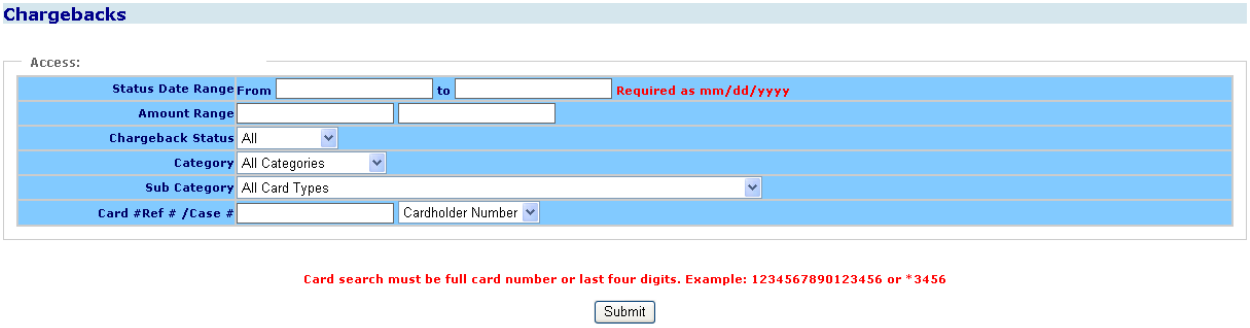
5 Disputes

The **Disputes** tab contains 4 selections to help you manage the resolution of chargebacks and retrieval requests.

5.1 Chargebacks

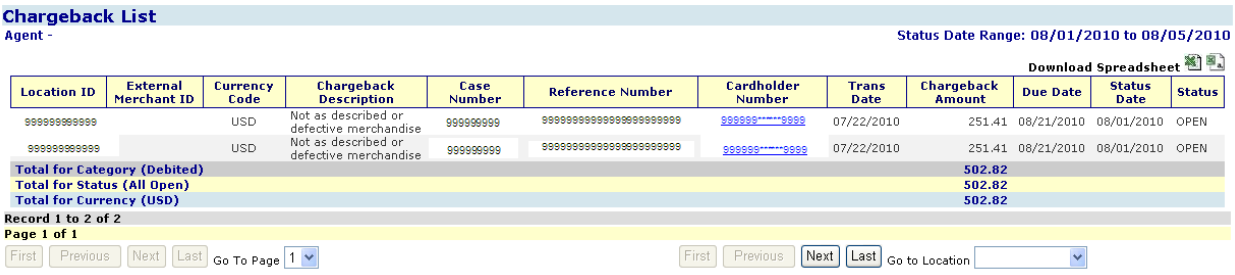
You can query and view chargebacks within the last 13 months by selecting the **Disputes** tab and then choosing **Chargebacks** from the dropdown.

5.1.1 Chargebacks search screen



Enter the desired date within the past 13 months into required **Date Range From/To** fields. You may also specify and filter by **Amount Range**. The **Chargeback Status** field lets you select; All Open, All Closed, All Reversed or All Statuses. In the **Category** field you can choose; All, Debited, Pre-Arbitration, Pre-Compliance, Pre-Note, Request for Doc, Reversed, Sent to Collection or Auto-Represent. Filter by card type or by Reason Code in the **Sub Category** field. On the last row of the search window you can select from the drop down to filter by Cardholder Number, Reference Number or Case Number and enter the appropriate value in the **Card# Ref#/ Case#** field.

5.1.2 Chargeback List

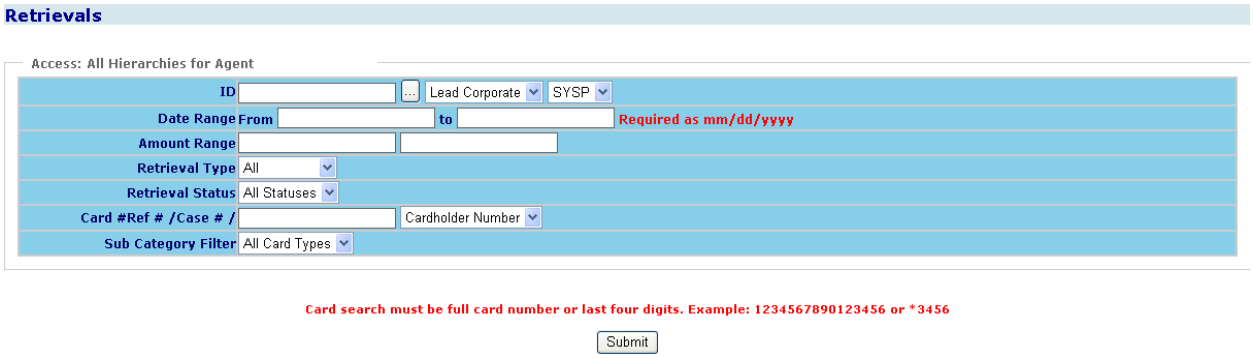

Chargeback List
Agent -
Status Date Range: 08/01/2010 to 08/05/2010
Download Spreadsheet
Location ID
External Merchant ID
Currency Code
Chargeback Description
Case Number
Reference Number
Cardholder Number
Trans Date
Chargeback Amount
Due Date
Status Date
Status
999999999999 USD Not as described or defective merchandise 999999999 9999999999999999999999 999999******9999 07/22/2010 251.41 08/21/2010 08/01/2010 OPEN
999999999999 USD Not as described or defective merchandise 999999999 9999999999999999999999 999999******9999 07/22/2010 251.41 08/21/2010 08/01/2010 OPEN
Total for Category (Debited) 502.82
Total for Status (All Open) 502.82
Total for Currency (USD) 502.82
Record 1 to 2 of 2
Page 1 of 1
First Previous Next Last Go To Page 1
First Previous Next Last Go to Location

From the **Chargeback List** you can click on the **Cardholder Number** hyperlink to drill down to the chargeback detail.

5.2 Retrievals

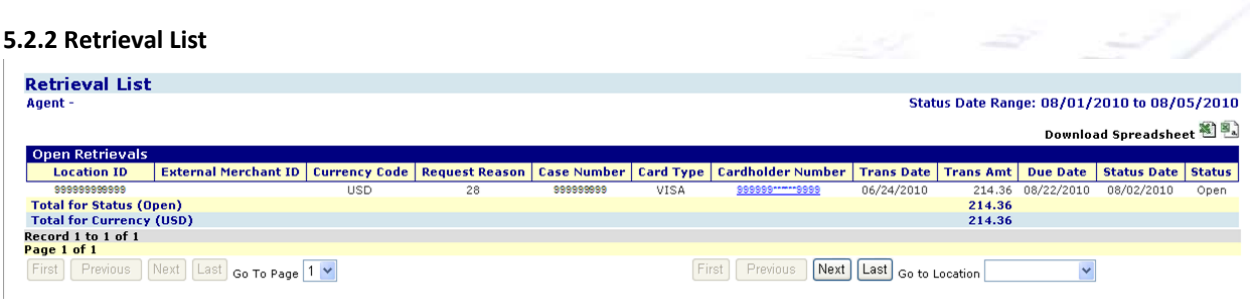
When an issuing bank sends a retrieval request it is important to respond quickly. Unanswered retrieval requests can result in chargebacks. From the **Disputes** tab on the toolbar select **Retrievals.**

5.2.1 Retrievals search window



Enter the desired date within the past 13 months into required **Date Range From/To** fields. You may also specify and filter by **Amount Range**. The **Retrieval Type** field lets you select; All, Open, Expired or Fulfilled. In the **Retrieval Status** field you can choose; All, Open, Expired, or Fulfilled. You can select from the drop down to filter by Cardholder Number, Reference Number or Case Number and enter the appropriate value in the **Card# Ref#/ Case#** field. Filter by card type or by Reason Code in the **Sub Category** field. Click **Submit.**

5.2.2 Retrieval List



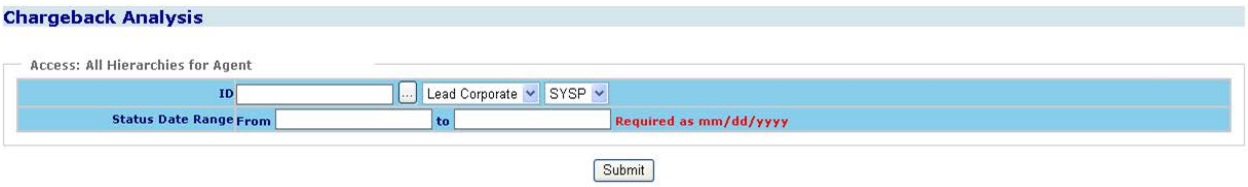
Click on the **Cardholder Number** hyperlink to view details.

5.3 Chargeback Analysis

Chargeback Analysis provides total counts, dollar amounts and percentages of Chargeback disputes; Received from the Issuer, Reversed to the Issuer by Merchant Services, Resubmitted/Reversed to the Issuer by Merchant, and Debited to Merchant.

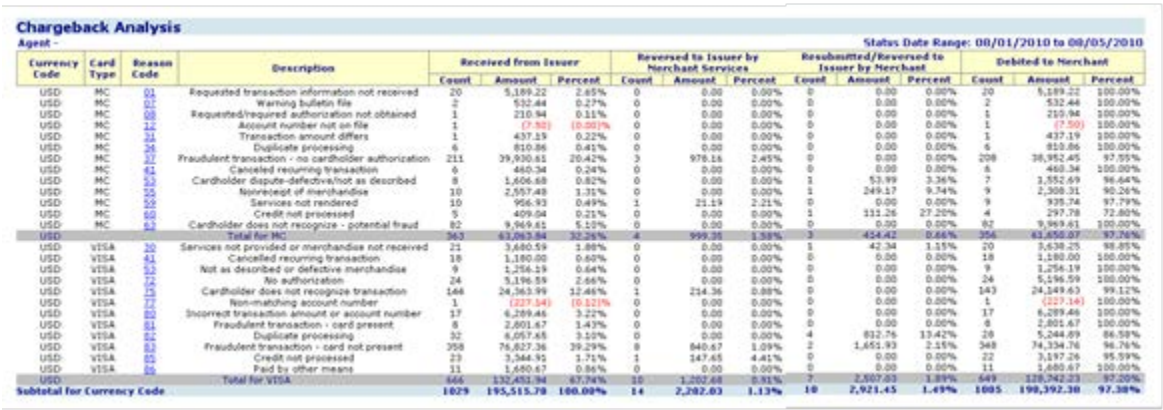
Select the **Disputes** tab from the toolbar and then click **Chargeback Analysis** from the dropdown.

5.3.1 Chargeback Analysis search window



Enter **ID**, and select level. Enter the desired date within the past 13 months into required **Date Range From/To** fields.

5.3.2 Chargeback Analysis report



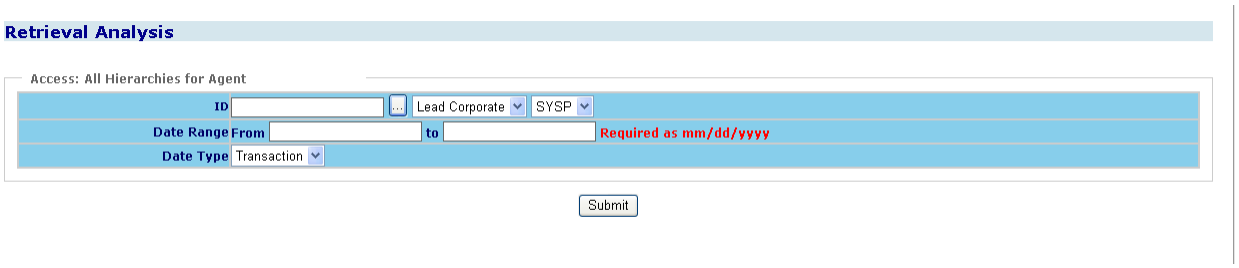
The **Chargeback Analysis** is broken down by card type, reason code and provides a grand total and dollar amount. This report is the same as that displayed in the **Chargeback History** section of the **Chargeback Dashboard**, but on this report a date range within the last 13 months may be used instead of the last 7 days. The following section defines some of the fields found on this report.

Currency Code - the 3 digit code identifying the currency the chargebacks were initiated in
Card Type - The brand associated with the card number
Reason Code - Numeric chargeback reason code
Description - Description of the chargeback reason code
Received from Issuer - Incoming Chargebacks received from the issuer
Reversed to Issuer by Merchant Services - Chargeback cases that were auto-represented (automatically resolved) back to the issuer
Resubmitted/Reversed to Issuer by Merchant - Chargeback cases that were sent back to the issuer based on information received from the merchant.
Debited to Merchant = *Received from Issuer-Reversed to Issuer by Merchant Services-Resubmitted/Reversed to Issuer by Merchant*

5.4 Retrieval Analysis

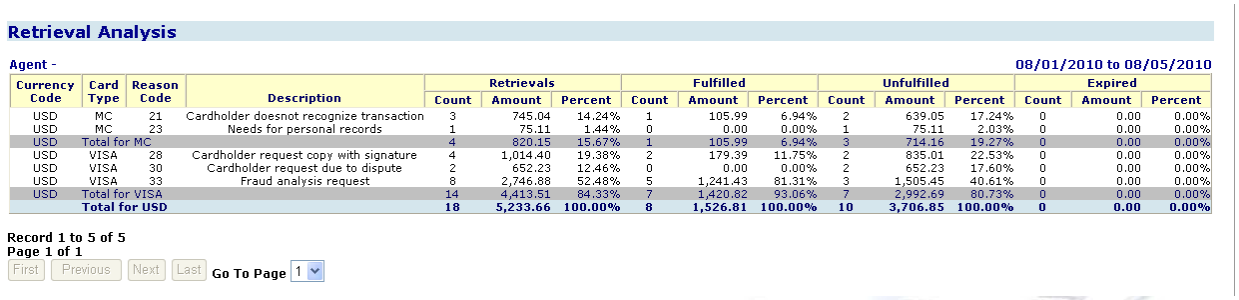
The **Retrieval Analysis** displays total counts, dollar amounts and percentages of all Retrievals (Media and Chargeback) received from Issuer, Fulfilled, Unfulfilled and Expired. Select the **Disputes** tab from the toolbar and then click **Retrieval Analysis** from the dropdown.

5.4.1 Retrieval Analysis search window



Enter **ID**, and select level. Enter the desired date within the past 13 months into required **Date Range From/To** fields.

5.4.2 Retrieval Analysis report



Currency Code	Card Type	Reason Code	Description	Retrievals			Fulfilled			Unfulfilled			Expired		
				Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent	Count	Amount	Percent
USD	MC	21	Cardholder doesnot recognize transaction	3	745.04	14.24%	1	105.99	6.94%	2	639.05	17.24%	0	0.00	0.00%
USD	MC	23	Needs for personal records	1	75.11	1.44%	0	0.00	0.00%	1	75.11	2.03%	0	0.00	0.00%
USD	Total for MC			4	820.15	15.67%	1	105.99	6.94%	3	714.16	19.27%	0	0.00	0.00%
USD	VISA	28	Cardholder request copy with signature	4	1,014.40	19.38%	2	179.39	11.75%	2	835.01	22.53%	0	0.00	0.00%
USD	VISA	30	Cardholder request due to dispute	2	652.23	12.46%	0	0.00	0.00%	2	652.23	17.60%	0	0.00	0.00%
USD	VISA	33	Fraud analysis request	8	2,746.88	52.48%	5	1,241.43	81.31%	3	1,505.45	40.61%	0	0.00	0.00%
USD	Total for VISA			14	4,413.51	84.33%	7	1,420.82	93.06%	7	2,992.69	80.73%	0	0.00	0.00%
	Total for USD			**18**	**5,233.66**	**100.00%**	**8**	**1,526.81**	**100.00%**	**10**	**3,706.85**	**100.00%**	**0**	**0.00**	**0.00%**

The **Retrieval Analysis** report is broken down by card type, reason code and provides a grand total and dollar amount. Items in the **Retrievals** column contain both Media and Chargeback retrievals. Analyze the reason codes to determine which are adding to your workload. The following section defines some of the fields found on this report.

Currency Code - the 3 digit code identifying the currency the retrievals were initiated in
Card Type - The brand associated with the card number
Reason Code - Numeric retrieval reason code
Description - Description of the retrieval reason code
Retrievals - Incoming retrievals received from the issuer. This is the total of the Fulfilled, Unfulfilled, and Expired columns.
Fulfilled - Retrieval requests responded to by the merchant and sent to the issuer
Unfulfilled - Retrieval requests that were not fulfilled by the merchant
Expired - Retrieval requests that were not fulfilled within the requested timeframe

6 Research

The **Research** tab provides seven submenu selections that will be valuable for researching cardholder activity.

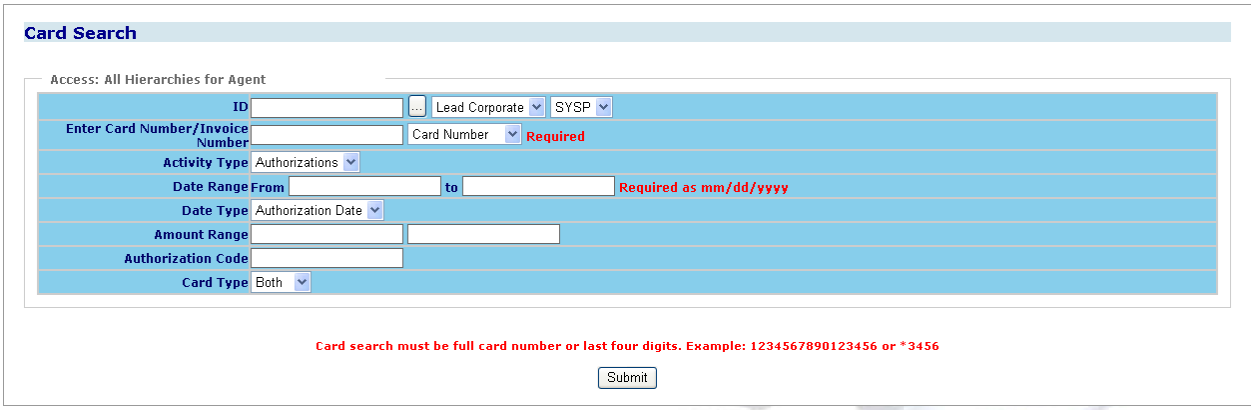
6.1 Card Search

The **Card Search** utility has 4 reports; **Transactions**, **Authorizations**, **Chargebacks**, and **Retrievals.** Each of the reports begin with the same search screen, shown below. The **Activity Type** field determines the report that is produced.

Note: Fields displayed on the search window may vary based upon the report selection.

Select the **Research** tab from the toolbar, and then click **Card Search** from the drop down.

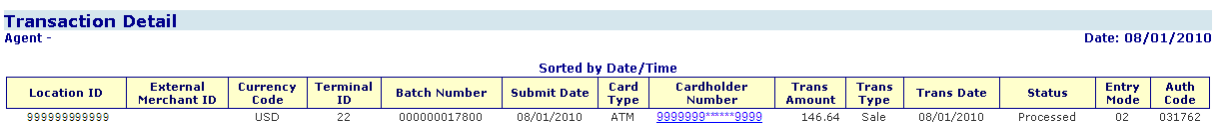
6.1.1 Retrieval Analysis report (Authorizations search screen shown)



Enter **ID**, and select level. The **Enter Card Number/Invoice Number** field is a required field. Select from the drop down and enter the appropriate value. You may search a card number by using either the complete number or the last 4 digits of the card number. In the **Activity Type** field you will need to select one of the 4 report types; Transactions, Authorizations, Chargebacks, and Retrievals. Choose between Submit Date and Transaction Date in the **Date Type** field. You may also specify a dollar range in the **Amount Range** field. In the example shown above, the **Authorization Code** field is displayed when Authorizations is selected as the **Activity Type**. Enter the authorization code for which you wish to search in this field. In the **Card Type** field you may choose; Both, Credit or Debit. Click **Submit**.

Transactions Search

6.1.2 Transaction Detail Report



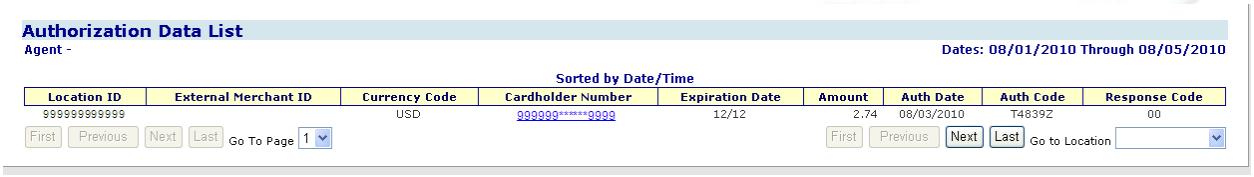
Location ID	External Merchant ID	Currency Code	Terminal ID	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Amount	Trans Type	Trans Date	Status	Entry Mode	Auth Code
999999999999		USD	22	000000017800	08/01/2010	ATM	9999999******9999	146.64	Sale	08/01/2010	Processed	02	031762

The **Transaction Search** gives you a list of transactions associated with a specific account number for up to 6 months. Remember that when searching you can use the full card number or the last 4 digits. This report is commonly used to verify double charges, check for a credit on a disputed transaction or determine how frequently a customer makes a purchase. The following section defines many of the fields on the report;

Location ID - Location where the transaction was processed
External Merchant ID - Additional merchant number associated with the location
Currency Code - 3 digit code identifying the currency the transaction was processed in
Terminal ID - ID number of the terminal on which the transactions was processed
Batch Number - Number of the batch in which the transaction was submitted
Submit Date - Date the batch was submitted to Merchant Services
Card Type - The brand associated with the card number
Cardholder Number - The number identifying the cardholder, issuer and card brand
Trans Amount - The amount of the sale or refund
Trans Type - Numeric code that identifies the transactions as a sale, credit or cash advance
Trans Date - Date the transaction occurred
Status - Indicates whether transaction is Active or Cancelled or Rejected
Entry Mode - Code identifying how the cardholder account information was entered or captured at the point of sale
Auth Code - Code provided during the authorization process if an authorization approval was received.

Authorizations Search

6.1.3 Authorization Data Report



Authorization Data List

Agent -

Dates: 08/01/2010 Through 08/05/2010

Sorted by Date/Time

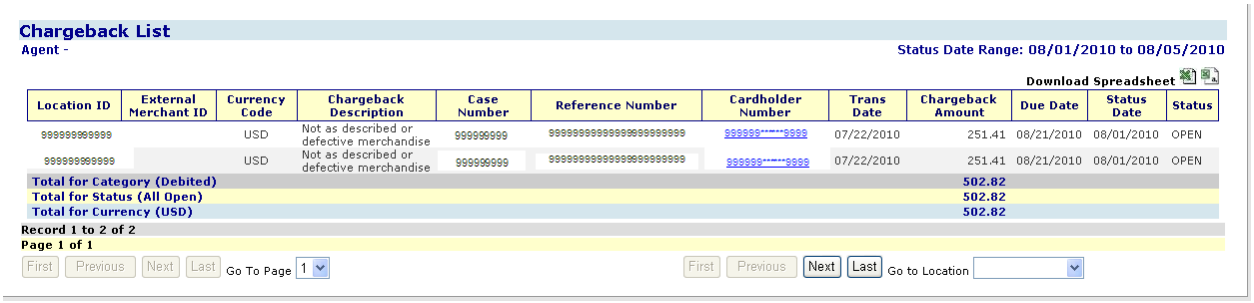
Location ID	External Merchant ID	Currency Code	Cardholder Number	Expiration Date	Amount	Auth Date	Auth Code	Response Code
999999999999		USD	999999******9999	12/12	2.74	08/03/2010	T4839Z	00

First Previous Next Last Go To Page 1 First Previous Next Last Go to Location

The **Authorizations Search** gives you a list of authorizations associated with a specific account number, authorization code or amount range for up to 6 months. Click on the **Cardholder Number** hyperlink to view the Authorized Transaction detail.

Chargebacks Search

6.1.4 Chargeback List



Chargeback List

Agent -

Status Date Range: 08/01/2010 to 08/05/2010

Download Spreadsheet

Location ID	External Merchant ID	Currency Code	Chargeback Description	Case Number	Reference Number	Cardholder Number	Trans Date	Chargeback Amount	Due Date	Status Date	Status
999999999999		USD	Not as described or defective merchandise	999999999	99999999999999999999999	999999******9999	07/22/2010	251.41	08/21/2010	08/01/2010	OPEN
999999999999		USD	Not as described or defective merchandise	999999999	99999999999999999999999	999999******9999	07/22/2010	251.41	08/21/2010	08/01/2010	OPEN
Total for Category (Debited)								502.82			
Total for Status (All Open)								502.82			
Total for Currency (USD)								502.82			

Record 1 to 2 of 2

Page 1 of 1

First Previous Next Last Go To Page 1 First Previous Next Last Go to Location

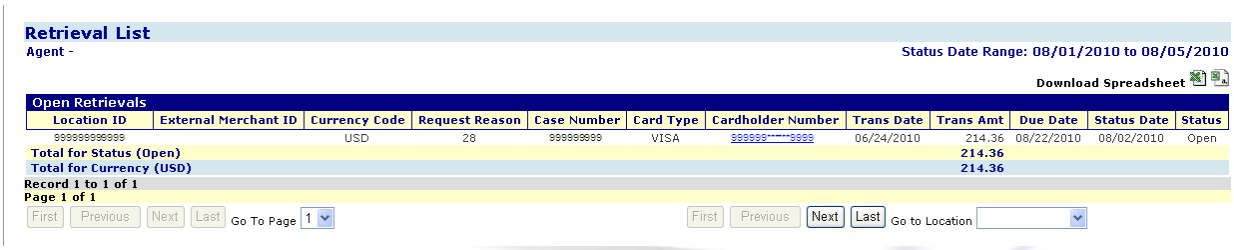
This report allows you to view chargeback information for a specific account number. Enter the account number, date range, amount, and transaction date or status date. You can use this report to determine the number of chargebacks on a specific cardholder number. Click on the **Cardholder Number** hyperlink to view the Chargeback Detail Report. The following sections define many of the fields on this report;

Chargeback Description - Description of the chargeback reason code
Case Number - Number assigned by Merchant Services for the chargeback
Reference Number - 23 digit Outgoing Acquirer reference number
Cardholder Number - The number identifying the cardholder, issuer and card brand
Trans Date - Date the transaction occurred
Chargeback Amount - Amount of the dispute
Due Date - The particular day on or before which merchant response must be received to comply with Association regulations.
Status Date - Date of the last action taken by the dispute back office
Status –

- Open - Chargebacks that have not been responded to and the due date has not expired.
- Closed - Chargebacks where the due date has expired
- Reversed - Chargebacks that have been reversed back to the issuing bank

Retrievals Search

6.1.5 Retrieval List


Retrieval List
Agent -
Status Date Range: 08/01/2010 to 08/05/2010
Download Spreadsheet
Open Retrievals

Location ID	External Merchant ID	Currency Code	Request Reason	Case Number	Card Type	Cardholder Number	Trans Date	Trans Amt	Due Date	Status Date	Status
999999999999		USD	28	999999999	VISA	999999******9999	06/24/2010	214.36	08/22/2010	08/02/2010	Open
Total for Status (Open)								214.36			
Total for Currency (USD)								214.36			

Record 1 to 1 of 1
Page 1 of 1
First Previous Next Last Go To Page 1
First Previous Next Last Go to Location

The **Retrievals List** displays retrieval information for a specific card number. Enter the 3 required fields on the search screen; **Account Number/Invoice Number**, **Activity Type** and **Date Range**. You may also filter by amount, and Date Type (Transaction Date or Status Date). Use this report to verify the number of retrievals on a specific cardholder number. Field definitions are quite similar to those described in the Chargebacks Search section. The 2 listed below are those that are unique to the Retrievals List;

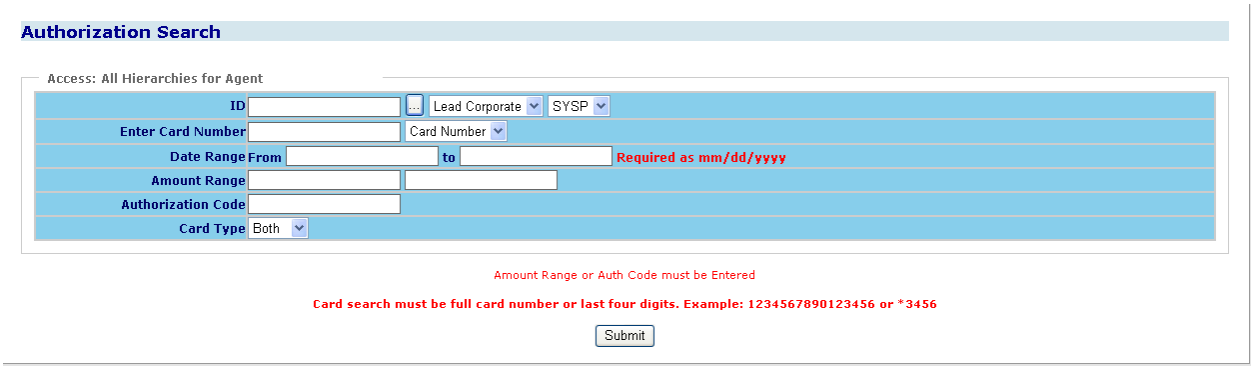
Request Reason - Code sent by issuing bank identifying reason for request
Status -

- Open - retrieval requests that have not been fulfilled and the due date has not expired
- Expired - retrieval requests that were not fulfilled within the requested timeframe
- Fulfilled - retrieval requests responded to by the merchant and sent to the issuer

6.2 Authorization Search

You can use this option to search on authorization codes and amount ranges. Authorization data is available for the past 6 months. Select the **Research** tab on the toolbar and then click **Authorization Search** from the dropdown.

6.2.1 Authorization Search



Enter **ID**, and select level. The **Date Range**, **Amount Range**, and **Authorization Code** are required fields. **Card Number** and **Card Type** (Both, Debit, Credit) are optional fields to help filter the view. Click **Submit**.

6.2.2 Authorization Data List

Field Definitions can be found in the sections above. Listed below are a few of the fields more specific to the Authorization Data List;

Amount - Amount of authorization
Auth Date - Date the transaction was authorized
Auth Code - Code provided during the authorization process if an authorization approval was received
Response Code - 2 digit code identifying the authorization response

6.3 Query Builder

Create your own reports with the **Query Builder** option. You can determine which fields are on the report as well as the date range, card types the locations included in the report, and how the data is grouped and sorted. Choose either **Account Summary** or **Bank Deposits** both are described below. Select the **Research** tab from the tool bar and click **Query Builder** from the dropdown.

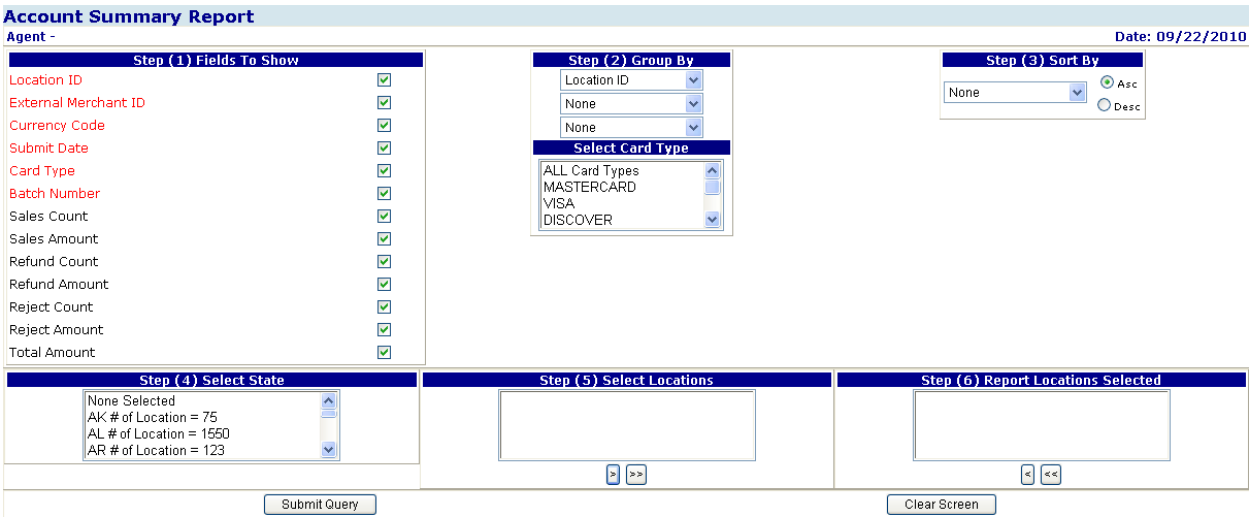
6.3.1 Authorization Data Report

Enter **ID** and select level. Enter the desired dates into the required **Date Range From/To** field. You must choose either **Account Summary** or **Bank Deposits** from the dropdown in the **Report On** field. Both of these selections are described in the sections below. The checking account may be entered in the **Checking Account Number** field or search for it by clicking the search button to the right of the field. Click **Submit**.

Account Summary Report

This report is generated from your submitted sales information.

6.3.2 Account Summary Report criteria screen



Click the check boxes to select the fields that you wish to show on your report from the following list. The first 6 fields are required. All other fields are optional.

Location ID (Required Field)
External Merchant ID (Required Field)
Currency Code (Required Field)
Submit Date (Required Field)
Card Type (Required Field)
Batch Number (Required Field)
Sales Count
Sales Amount

Refund Count
Refund Amount
Reject Count
Reject Amount
Total Amount

Choose up to 3 fields to group the report results. You may select; **Location ID, External Merchant ID, Currency Code, Submit Date, Card Type,** or **Batch Number.**

In the **Select Card Type** window choose All Card Types, or select a specific card type (MC, Visa etc...) to be included in your report. Select the **Sort By** field from the dropdown and click the radio button to choose whether to sort in **Ascending** or **Descending** order.

From the windows at the bottom of the criteria window select the state and locations that you wish to include in the report from the **Select State** and **Select Locations** windows. The **Report Locations Selected** window will display the locations chosen.

To run the report click **Submit Query**. If you wish to revise the selections click **Clear Screen**. An example of the **Account Summary Report** is shown below.

6.3.3 Account Summary Report screen

Account Summary Report

Agent -

Date: 08/01/2010 to 08/02/2010

Location ID	External Merchant ID	Currency Code	Submit Date	Card Type	Batch Number	Sales Count	Sales Amount	Refund Count	Refund Amount	Reject Count	Reject Amount	Total Amount
999999999999		USD	08/02/2010	ATM	000000027800	4	468.99	0	0.00	0	0.00	468.99
999999999999		USD	08/02/2010	ATM	000000027800	5	421.84	0	0.00	0	0.00	421.84
999999999999		USD	08/02/2010	VISA	000098020021	21	2,656.33	0	0.00	0	0.00	2,656.33
999999999999		USD	08/02/2010	AMEX	000098020021	5	1,145.05	0	0.00	0	0.00	1,145.05
999999999999		USD	08/02/2010	AMEX	000099020021	1	40.98	0	0.00	0	0.00	40.98
999999999999		USD	08/02/2010	MC	000099020021	3	246.57	0	0.00	0	0.00	246.57
999999999999		USD	08/01/2010	VISA	000128010023	1	100.00	0	0.00	0	0.00	100.00
999999999999		USD	08/01/2010	MC	000128010023	1	271.44	0	0.00	0	0.00	271.44
999999999999		USD	08/02/2010	VISA	000099020021	7	1,348.81	0	0.00	0	0.00	1,348.81
999999999999		USD	08/01/2010	MC	000129010023	1	35.00	0	0.00	0	0.00	35.00
999999999999		USD	08/01/2010	AMEX	000129010023	1	167.63	0	0.00	0	0.00	167.63
999999999999		USD	08/01/2010	VISA	000129010023	2	259.00	1	(29.99)	0	0.00	229.01
999999999999		USD	08/02/2010	MC	000100020021	2	203.99	0	0.00	0	0.00	203.99
999999999999		USD	08/02/2010	AMEX	000100020021	3	169.97	0	0.00	0	0.00	169.97
999999999999		USD	08/02/2010	VISA	000100020021	14	1,770.53	1	(29.99)	0	0.00	1,740.54
999999999999		USD	08/02/2010	MC	000151020021	2	255.99	0	0.00	0	0.00	255.99
999999999999		USD	08/02/2010	VISA	000151020021	2	193.75	0	0.00	0	0.00	193.75
Grand Totals						**75**	**9,755.87**	**2**	**(59.98)**	**0**	**0.00**	**9,695.89**

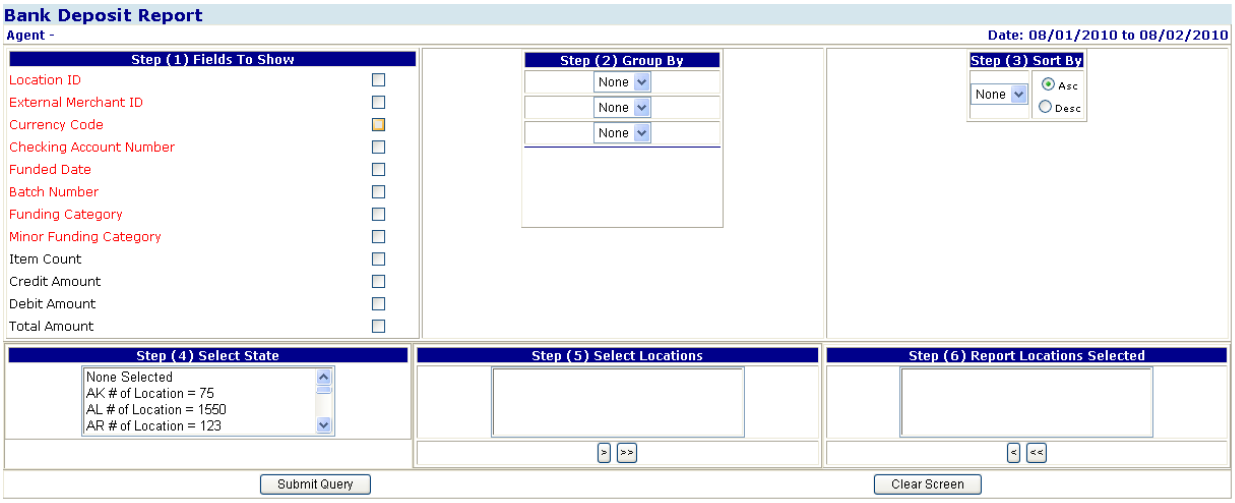
Page 1 of 1

First Previous Next Last Go To Page 1

Bank Deposits Report

This report is based off your bank deposit information.

6.3.4 Bank Deposit Report criteria screen



Of the selections listed in the **Fields to Show** window 8 are required as indicated in the list below;

Location ID (Required Field)
External Merchant ID (Required Field)
Currency Code (Required Field)
Checking Account Number (Required Field)
Funded Date (Required Field)
Batch Number (Required Field)
Funding Category (Required Field)
Minor Funding Category (Required Field)
Item Count
Credit Amount
Debit Amount
Total Amount

Choose up to 3 fields to group the report results. In the **Group By** fields choose from the following;

Location ID
External Merchant ID
Currency Code
Checking Account Number
Funded Date
Batch Number
Funding Category

Minor Funding Category

Select the **Sort By** field from the dropdown and click the radio button to choose whether to sort in **Ascending** or **Descending** order.

From the windows at the bottom of the criteria window select the state and locations that you wish to include in the report from the **Select State** and **Select Locations** windows. The **Report Locations Selected** window will display the locations chosen.

To run the report click **Submit Query**. If you wish to revise the selections click **Clear Screen**. An example of the **Bank Deposit Report** is shown below.

6.3.5 Bank Deposit Report criteria screen

Bank Deposit Report

Agent -

Date: 08/01/2010 to 08/02/2010

Location ID	External Merchant ID	Currency Code	Checking Account Number	Funded Date	Batch Number	Funding Category	Minor Funding Category	Item Count	Credit Amount	Debit Amount	Total Amount
999999999999		USD	999999999	08/01/2010	017801	Deposits	DEBIT/ATM CARD	2	634.70	0.00	634.70
999999999999		USD	999999999	08/01/2010	017801	Deposits	DEBIT/ATM CARD	1	47.48	0.00	47.48
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	1,166.62	0.00	1,166.62
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	594.91	0.00	594.91
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	551.84	0.00	551.84
999999999999		USD	999999999	08/02/2010	027801	Deposits	VISA	1	100.00	0.00	100.00
999999999999		USD	999999999	08/02/2010	027801	Deposits	MASTERCARD	1	271.44	0.00	271.44
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	2,915.29	0.00	2,915.29
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	1,039.25	0.00	1,039.25
999999999999		USD	999999999	08/01/2010	017801	Deposits	AMERICAN EXP	1	276.46	0.00	276.46
999999999999		USD	999999999	08/01/2010	017801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(276.46)	(276.46)
999999999999		USD	999999999	08/02/2010	027801	Deposits	VISA	1	229.01	0.00	229.01
999999999999		USD	999999999	08/02/2010	027801	Deposits	MASTERCARD	1	35.00	0.00	35.00
999999999999		USD	999999999	08/02/2010	027801	Deposits	AMERICAN EXP	1	167.63	0.00	167.63
999999999999		USD	999999999	08/02/2010	027801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(167.63)	(167.63)
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	289.47	0.00	289.47
999999999999		USD	999999999	08/01/2010	017801	Deposits	AMERICAN EXP	1	139.99	0.00	139.99
999999999999		USD	999999999	08/01/2010	017801	Deposits	ADJUSTMENT FOR AMEX DEPOSIT	1	0.00	(139.99)	(139.99)
999999999999		USD	999999999	08/01/2010	017801	Deposits	VISA	1	422.96	0.00	422.96
999999999999		USD	999999999	08/01/2010	017801	Deposits	MASTERCARD	1	199.99	0.00	199.99
Grand Totals								**21**	**9,082.04**	**(584.08)**	**8,497.96**

Page 1 of 1

First Previous Next Last Go To Page 1

6.4 Location Profile Details

The **Location Profile Details** displays account information such as; Statement Setup, IRS Information, Account Fees and Terminal List Details. Use this option to list your corporate locations and review the Detail Status Report to ensure that the information on file is accurate. Select the **Research** tab from the toolbar and then click **Location Profile Details** from the dropdown. If you have a single location the Location Profile Details Status report will appear. If you have multiple locations the following selection screen will display.

6.4.1 Bank Deposit Report criteria screen

Location Profile Details

Access: All Hierarchies for Agent

Select Lookup Field: Location Name

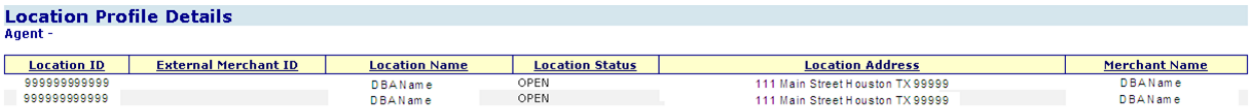
Select a Pattern: Starts With

Enter Value:

Submit

The dropdown on **Select Lookup Field** allows you to choose from; Location Name, Merchant Name, Location Address, Location City, Location State, Location Zip, or Merchant ID. The **Select a Pattern** field has a dropdown with choices that include; Starts With, Equals and Includes. Enter the search string you wish to use in the **Enter Value** field. Click **Submit**.

6.4.2 Location Profile Details screen



Location Profile Details

Agent -

Location ID	External Merchant ID	Location Name	Location Status	Location Address	Merchant Name
999999999999		DBA Name	OPEN	111 Main Street Houston TX 99999	DBA Name
999999999999		DBA Name	OPEN	111 Main Street Houston TX 99999	DBA Name

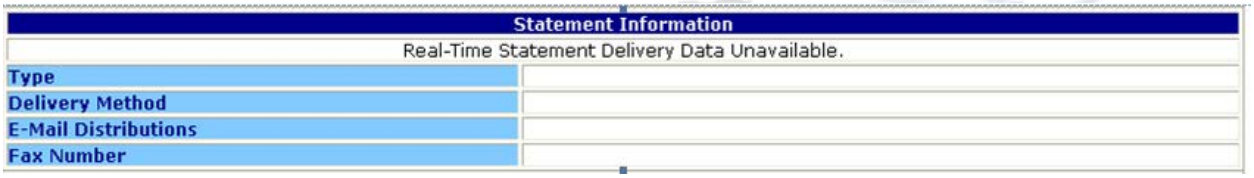
Click on the **Location ID** hyperlink to display the **Location Profile Details Status, Statement Information, IRS Information, Account fees,** and **Terminal List Details** (all shown below).

6.4.3 Location Profile Details Status screen

Location Profile Details Status

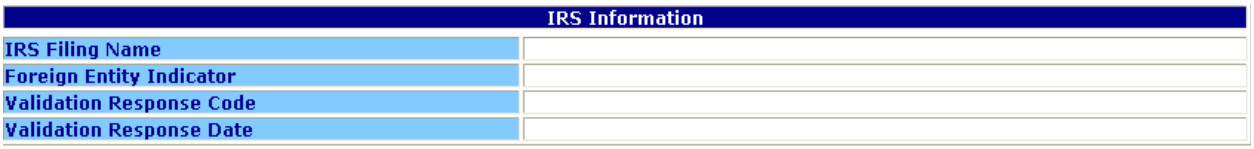
DBA Name Store #123	
Location ID	999999999999
External Merchant ID	
Contact Name & Address	Business Owner 111 Main Street Houston TX 99999
Phone Number	999-999-9999
Media Fax Number	0000000000
Funding Fax Number	N
Merchant Phone Number for Cardholder	999-999-9999
Location E-mail Address	
Status	ACTIVE, SETTLES LAST CALENDAR DAY OF MONTH
Multi-Currency	DOMESTIC
Mag Stripe Indicator	NO
Trustkeeper	NOT ENROLLED
ARP Code	000000
Method of Funding	

6.4.4 Statement Information screen



Statement Information	
Real-Time Statement Delivery Data Unavailable.	
Type	
Delivery Method	
E-Mail Distributions	
Fax Number	

6.4.5 IRS Information screen



IRS Information	
IRS Filing Name	
Foreign Entity Indicator	
Validation Response Code	
Validation Response Date	

6.4.6 Account Fees screen

Account Fees

Fee Rate and Description	Amount	Last Changed
001 - MASTERCARD SALES TRANS FEE	.005000	05/21/2010
005 - VISA SALES TRANS FEE	.005000	05/21/2010
009 - DINERS SALES TRANS	.005000	05/21/2010
013 - AMEX SALES TRANS FEE	.005000	05/21/2010
015 - DISCOVER SALES TRANS FEE	.005000	05/21/2010
018 - DEBIT/ATM CARD TRANSACTION FEE	.008200	05/21/2010
030 - MASTERCARD LOCAL AUTH FEE	.003200	05/21/2010
031 - MASTERCARD WATS AUTH FEE	.003200	05/21/2010
032 - MASTERCARD LOCAL/WATS AUTH FEE	.003200	05/21/2010
033 - MASTERCARD ECR AUTH FEE	.003200	05/21/2010
034 - MASTERCARD DIRECT SOLUTIONS	.003200	05/21/2010
035 - MASTERCARD VOICE AUTH FEE	.250000	06/20/2002
036 - MASTERCARD VRU AUTH FEE	.250000	06/20/2002

6.4.7 Terminal List Details screen

Terminal List Details

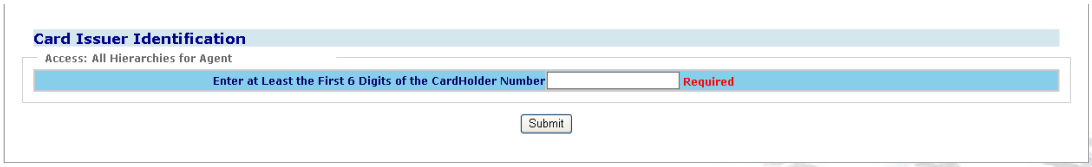
Type	Model	EDC Terminal Number	Serial Number	Network Name	Maintained By	Maintenance	Ship Date	Install Date	AOI	Billing Method	Billing Amount	Start Date	Stop Date
PC	PC Personal Computer	649498		CARDNET	CUST			2		Customer Owned			

Field Definitions??

6.5 Card Issuer Identification

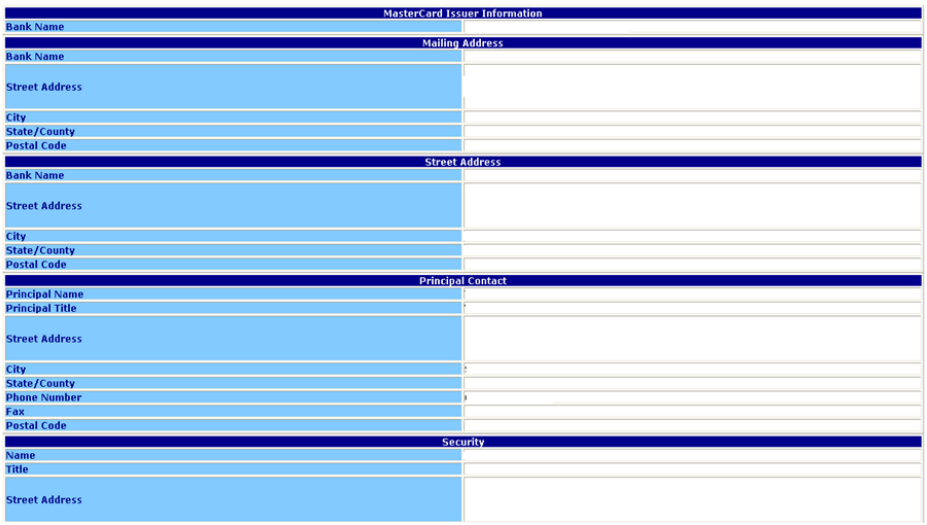
You can access issuing bank information for Visa and MasterCard numbers through this option. This information is also available when you click on **View Card Issuer Info** from any Credit Transaction Detail or Debit Transaction Detail screen. Select **Research** from the toolbar and then click **Card Issuer Identification** from the dropdown.

6.5.1 Card Issuer Identification screen


Card Issuer Identification
Access: All Hierarchies for Agent
Enter at Least the First 6 Digits of the CardHolder Number
Required
Submit

Enter only the first 6 digits of the cardholder number and click **Submit**.

6.5.2 Card Issuer Information screen



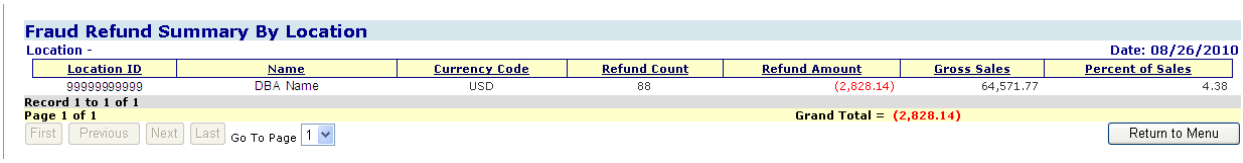
6.6 Fraud Reporting

The **Fraud Reporting** option allows you to monitor refunds by location that have taken place within the last 6 months. Select **Research** tab from the toolbar and click **Fraud Reporting** from the dropdown.

6.6.1 Fraud Reporting selection screen

The **Date Range From/To** field is a required field and you must enter a date within the last 6 months. Enter desired amounts in the **Amount Range** fields. Click **Submit.**

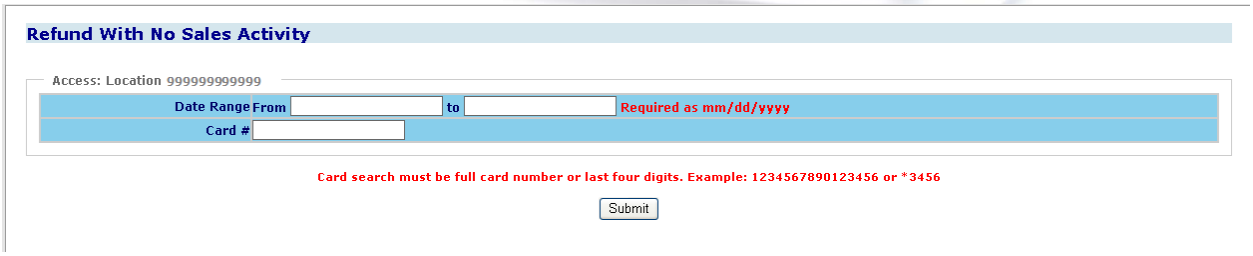
6.6.2 Fraud Refund Summary By Location screen



6.7 Refunds with No Sale

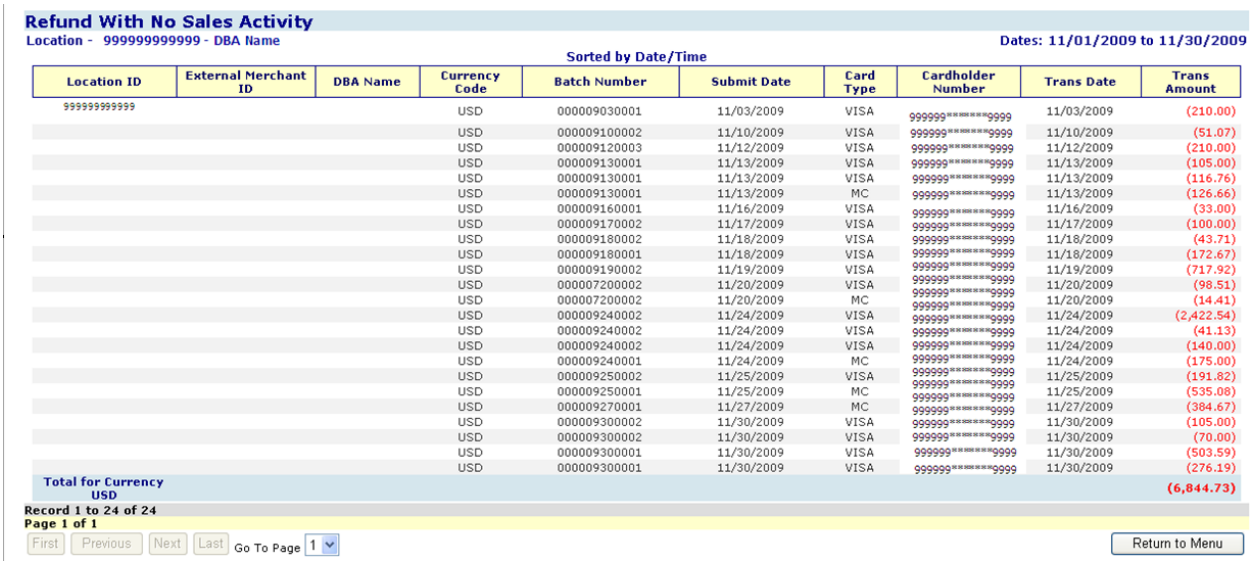
This option allows you to view a detailed list of refunds without matching sales for the date range within the last 6 months. Select **Research** tab from the toolbar and click **Refunds with No Sales** from the dropdown.

6.7.1 Refund With No Sales Activity selection screen


Refund With No Sales Activity
Access: Location 999999999999
Date Range From
to
Required as mm/dd/yyyy
Card #
Card search must be full card number or last four digits. Example: 1234567890123456 or *3456
Submit

Enter ID and select level. The required **Date Range From/To** field must contain dates within the last 6 months. You may enter the full card number or just the last 4 digits in the **Card #** field. Click **Submit**.

6.7.2 Refund With No Sales Activity report screen



Refund With No Sales Activity

Location - 999999999999 - DBA Name

Dates: 11/01/2009 to 11/30/2009

Sorted by Date/Time

Location ID	External Merchant ID	DBA Name	Currency Code	Batch Number	Submit Date	Card Type	Cardholder Number	Trans Date	Trans Amount
999999999999			USD	000009030001	11/03/2009	VISA	999999******9999	11/03/2009	(210.00)
			USD	000009100002	11/10/2009	VISA	999999******9999	11/10/2009	(51.07)
			USD	000009120003	11/12/2009	VISA	999999******9999	11/12/2009	(210.00)
			USD	000009130001	11/13/2009	VISA	999999******9999	11/13/2009	(105.00)
			USD	000009130001	11/13/2009	VISA	999999******9999	11/13/2009	(116.76)
			USD	000009130001	11/13/2009	MC	999999******9999	11/13/2009	(126.66)
			USD	000009160001	11/16/2009	VISA	999999******9999	11/16/2009	(33.00)
			USD	000009170002	11/17/2009	VISA	999999******9999	11/17/2009	(100.00)
			USD	000009180002	11/18/2009	VISA	999999******9999	11/18/2009	(43.71)
			USD	000009180001	11/18/2009	VISA	999999******9999	11/18/2009	(172.67)
			USD	000009190002	11/19/2009	VISA	999999******9999	11/19/2009	(717.92)
			USD	000007200002	11/20/2009	VISA	999999******9999	11/20/2009	(98.51)
			USD	000007200002	11/20/2009	MC	999999******9999	11/20/2009	(14.41)
			USD	000009240002	11/24/2009	VISA	999999******9999	11/24/2009	(2,422.54)
			USD	000009240002	11/24/2009	VISA	999999******9999	11/24/2009	(41.13)
			USD	000009240002	11/24/2009	VISA	999999******9999	11/24/2009	(140.00)
			USD	000009240001	11/24/2009	MC	999999******9999	11/24/2009	(175.00)
			USD	000009250002	11/25/2009	VISA	999999******9999	11/25/2009	(191.82)
			USD	000009250001	11/25/2009	MC	999999******9999	11/25/2009	(535.08)
			USD	000009270001	11/27/2009	MC	999999******9999	11/27/2009	(384.67)
			USD	000009300002	11/30/2009	VISA	999999******9999	11/30/2009	(105.00)
			USD	000009300002	11/30/2009	VISA	999999******9999	11/30/2009	(70.00)
			USD	000009300001	11/30/2009	VISA	999999******9999	11/30/2009	(503.59)
			USD	000009300001	11/30/2009	VISA	999999******9999	11/30/2009	(276.19)
Total for Currency USD									(6,844.73)

Record 1 to 24 of 24

Page 1 of 1

First Previous Next Last Go To Page 1

Return to Menu

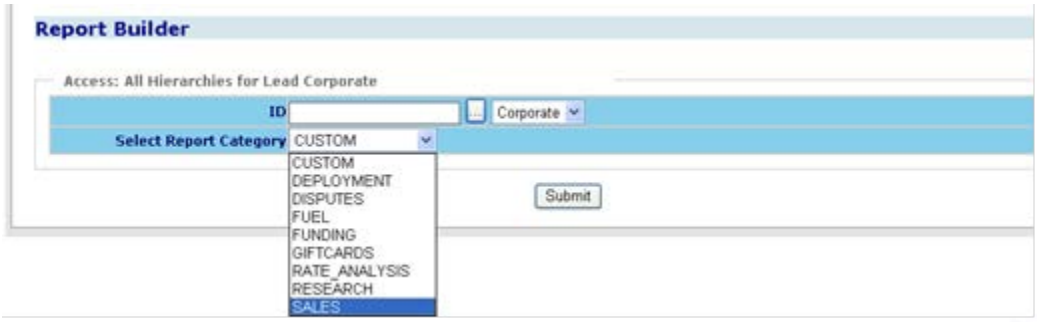
7 Reports

The **Report** selection contains 4 submenu or dropdown choices; Scheduled Report, View Reports, Update Reports and Delete Reports. Scheduled Reports allows you to generate reports showing summary and detail information. Reports can be sent to individual or multiple users via email, or downloaded in multiple formats (PDF, MSWord, Excel or CSV). You can also schedule reports to run daily, weekly, monthly, yearly or quarterly.

7.1 Scheduled Reports

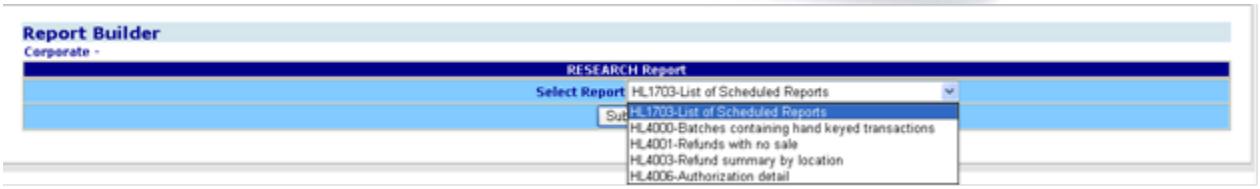
The scheduler template allows you to schedule report delivery on a recurring basis. Select the report format, delivery frequency, level of hierarchy, start and end date, and delivery method. Select the **Reports** tab from the toolbar then click **Scheduled Report** from the dropdown.

7.1.1 Report Builder category selection screen



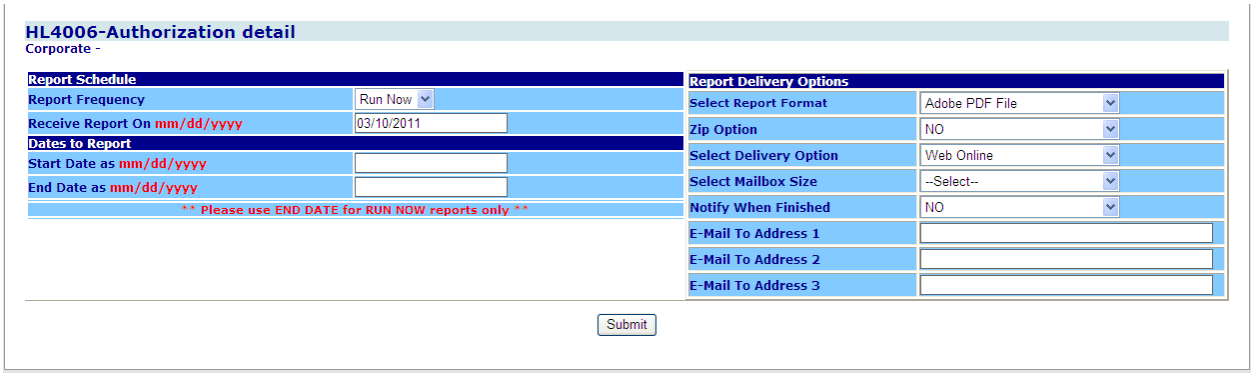
Enter ID and level. Choose from the dropdown in the **Select Report Category** field. Click **Submit.**

7.1.2 Report selection screen



In the **Select Report** dropdown, choose from the list of reports and click **Submit.**

7.1.3 Report Scheduler screen



In the **Report Schedule** section select **Report Frequency** (Run Now, Daily, Weekly, Monthly, Quarterly, Yearly). Selecting anything other than "Run Now" in Report Frequency will generate a recurring report of that frequency. Select **Receive Report On** to choose date you wish to receive the report.

The **Dates to Report** section sets the beginning and end dates that are to be included on your report. Enter a date in the **End Date** field only when a **Run Now** report is chosen.

The **Report Delivery Options** section contains several key fields. You can choose how you wish to view your report from the **Select Report Format** field. Choices in the dropdown include; Word® for Windows Document, Excel® 8.0, Comma-separated values, or Adobe® PDF File. Reports in CSV will not contain headers as this would cause a failure to load into a database. If you intend to save this report to a separate application such as Microsoft Access™, it is suggested you choose the Delivery option of email and the Report Format option of Microsoft Excel® 8.0 or CSV.

If you wish to compress the report to a smaller file size select **Yes**, from the **Zip Option** field, otherwise choose **No**. Choose either Web Online or E-mail from the **Select Delivery Option** field. You will need to determine the maximum file size that your email provider will allow and then specify it in the **Select Mailbox Size** (<1MB, 1MB-5MB, 5MB-10MB, 10MB-15MB, >15MB). If you wish to receive an e-mail when the report is generated then select Yes, from the **Notify When Finished** field, otherwise choose **NO**. If you choose YES, an email address must be specified in the **E-Mail To Address 1** field. Select **E-Mail to Address 2** and **E-Mail to Address 3** to add other recipients. Additional email recipients do not have to be enrolled ClientLine® users. Not all email fields need to be filled in. Click **Submit.**

7.1.4 Report Confirmation screen

Report Schedule Confirmation
Report Request Successfully Received
Sequence Number 1048888 For Report HL4006
View Online Reports

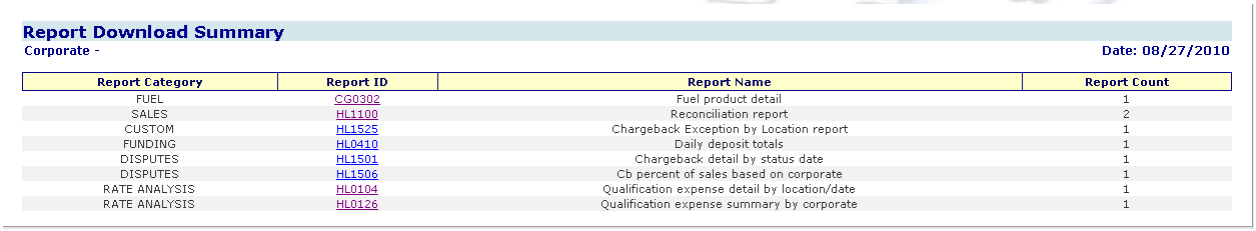
Note:

- If you do not have Microsoft Office® loaded to your pc, you can still receive a Scheduled Report.
- Once the report is complete, double click on the report number to prompt the report to open in a word processing application available on your pc.
- Reports will take longer to generate if they span a large amount of time or are pulled at a high level of hierarchy. These reports will include large amounts of data or multiple locations.
- Scheduled reports that are larger than 16MB in size cannot be emailed from our server to you. Also your email system may limit incoming file sizes to you. In both cases you will need to select Web Online as the delivery option and save to your desktop. Reports that are over 10MB will be held for an overnight delivery. Web Online reports will be deleted from the system after 2 days.
- Emailed reports that are larger than your mailbox size will attempt to be zipped and emailed to you. If the report still is larger than your mail box size, an email will be sent to you advising you to go online to view. Size limit for scheduled reports is 250 MB. If your report exceeds this size you will need to rerun the report at a lower level of hierarchy or for a smaller date range.

7.2 View Reports

In this section you will learn how to download and view generated reports. You may need to do this for very large reports if they exceed the email system size limits. As mentioned in the previous section, scheduled reports larger than 16MD cannot be emailed from the server to you. To view reports select **Reports** from the toolbar and then click **View Reports** from the dropdown.

7.2.1 Report Download Summary screen



Report Download Summary

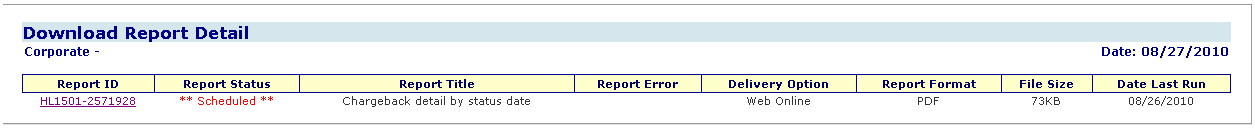
Corporate -

Date: 08/27/2010

Report Category	Report ID	Report Name	Report Count
FUEL	CG0302	Fuel product detail	1
SALES	HL1100	Reconciliation report	2
CUSTOM	HL1525	Chargeback Exception by Location report	1
FUNDING	HL0410	Daily deposit totals	1
DISPUTES	HL1501	Chargeback detail by status date	1
DISPUTES	HL1506	Cb percent of sales based on corporate	1
RATE ANALYSIS	HL0104	Qualification expense detail by location/date	1
RATE ANALYSIS	HL0126	Qualification expense summary by corporate	1

Click on the desired report hyperlink in the **Report ID** column.

7.2.2 Download Report Detail screen



Download Report Detail

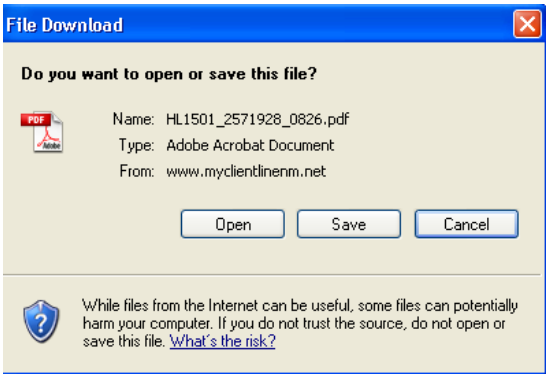
Corporate -

Date: 08/27/2010

Report ID	Report Status	Report Title	Report Error	Delivery Option	Report Format	File Size	Date Last Run
HL1501-2571928	** Scheduled **	Chargeback detail by status date		Web Online	PDF	73KB	08/26/2010

Click on the appropriate report number hyperlink in the **Report ID** column.

7.2.3 File Download window

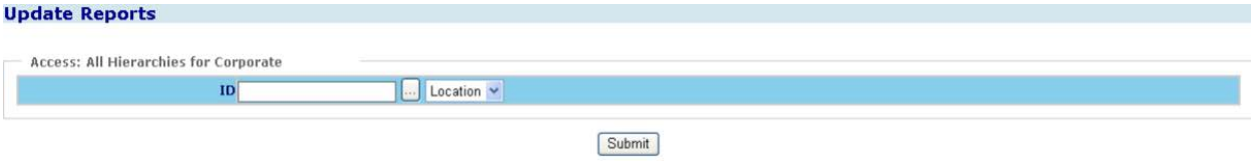

File Download
Do you want to open or save this file?
Name: HL1501_2571928_0826.pdf
Type: Adobe Acrobat Document
From: www.myclientlinenm.net
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Click **Open** to view the report, click **Save** to save the report to your local file.

7.3 Update Reports

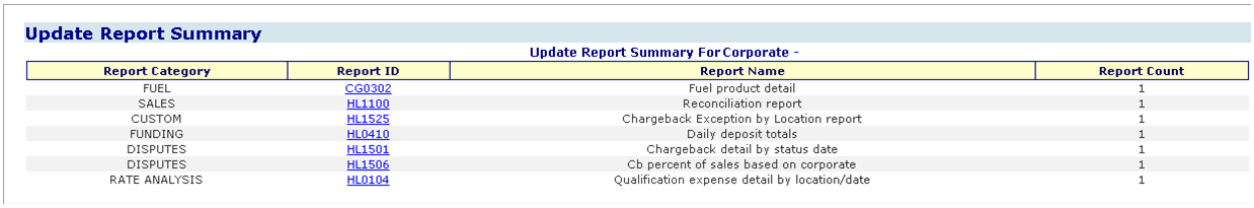
Follow these procedures to revise an existing scheduled report. Select the **Reports** tab on the toolbar then click **Update Reports** from the dropdown.

7.3.1 Update Reports selection window



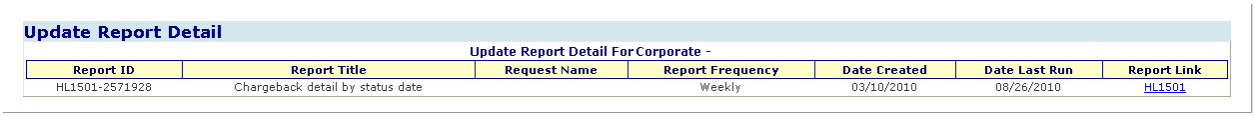
Enter **ID** and select level. If you are logged in under a higher level of hierarchy than what the report you are looking for was scheduled you will need to enter the MID in the ID box and select the appropriate hierarchy to update that specific report. Click **Submit**.

7.3.2 Update Report Summary screen


Update Report Summary
Update Report Summary For Corporate -
Report Category | Report ID | Report Name | Report Count
FUEL | CG0302 | Fuel product detail | 1
SALES | HL1100 | Reconciliation report | 1
CUSTOM | HL1525 | Chargeback Exception by Location report | 1
FUNDING | HL0410 | Daily deposit totals | 1
DISPUTES | HL1501 | Chargeback detail by status date | 1
DISPUTES | HL1506 | Cb percent of sales based on corporate | 1
RATE ANALYSIS | HL0104 | Qualification expense detail by location/date | 1

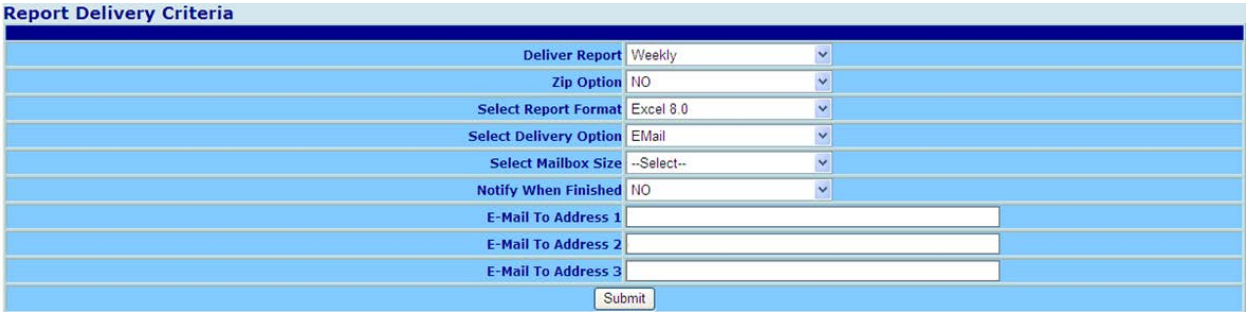
Click on the report number hyperlink in the **Report ID** column.

7.3.3 Update Report Detail screen



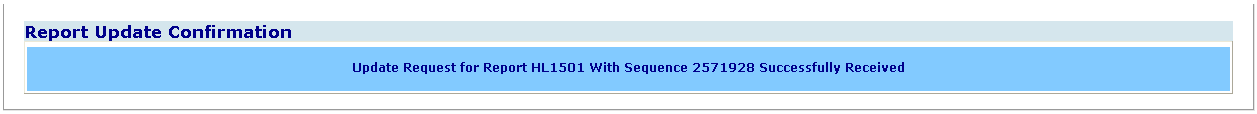
Click on the hyperlink in the **Report Link** column.

7.3.4 Report Delivery Criteria screen



Enter desired changes and click **Submit**.

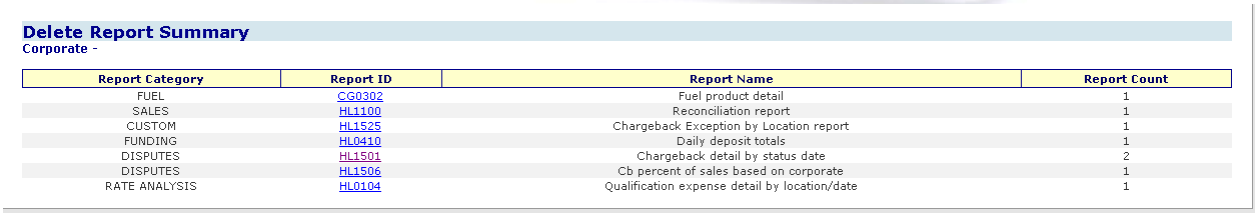
7.3.5 Report Update Confirmation screen



7.4 Delete Reports

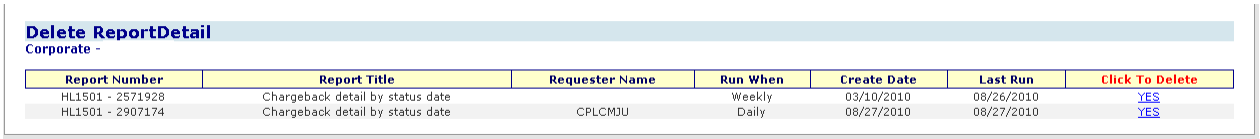
To delete reports select the **Reports** tab on the toolbar and click **Delete Reports** from the dropdown.

7.4.1 Delete Report Summary screen



Click on the desired report number hyperlink in the **Report ID** column.

7.4.2 Delete Report Detail screen

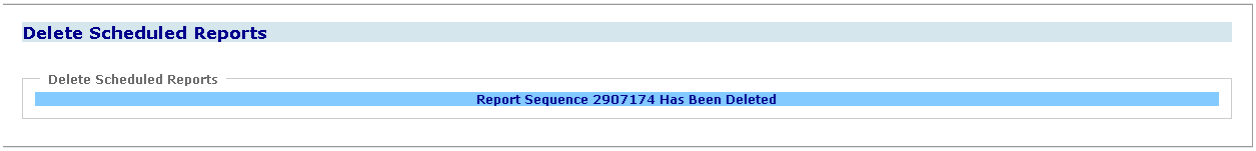


In the **Click To Delete** column click on the **YES** hyperlink for the desired report.

7.4.3 Delete Report Confirmation screen

Click **Confirm** to complete the report deletion process.

7.4.4 Delete Report Verification Message screen



8 Groups

The Groups selection offers you the opportunity to create unique “groups” of your locations by selecting the locations of your choice and running scheduled reports based on those unique groups. This provides you greater flexibility in managing the overall performance of your portfolio. The unique group names can easily identify each segment of your portfolio and can be continually applied to scheduled reports in the future.

Once created you can easily go back into the system and add or delete locations to/from a specific group. The Groups selection can only be used if your access is set at the corporate level or higher and multiple locations are rolling up to your corporate level access.

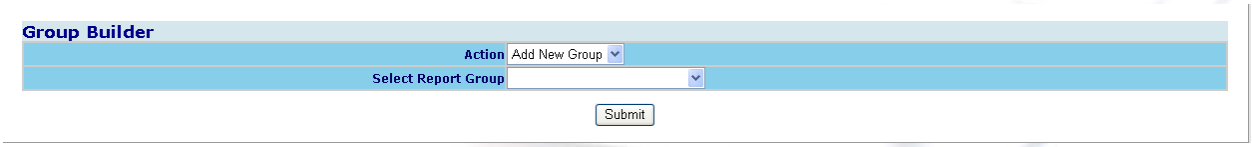
The two submenu selections from **Groups** are; **Group Builder** and **Group Reports.** Each are described in the sections below.

8.1 Group Builder

In this section you will learn how to add, update and delete your unique groups. Select **Groups** from the toolbar and then click **Group Builder** from the dropdown. The **Action** field in the selection window contains 3 choices each are described below.

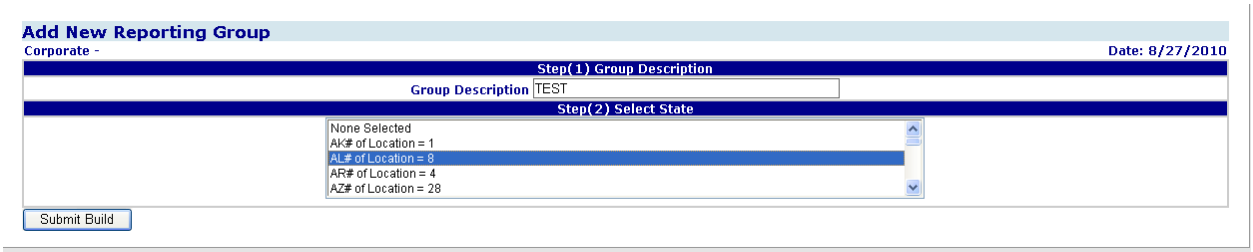
Add New Group

8.1.1 Group Builder selection screen



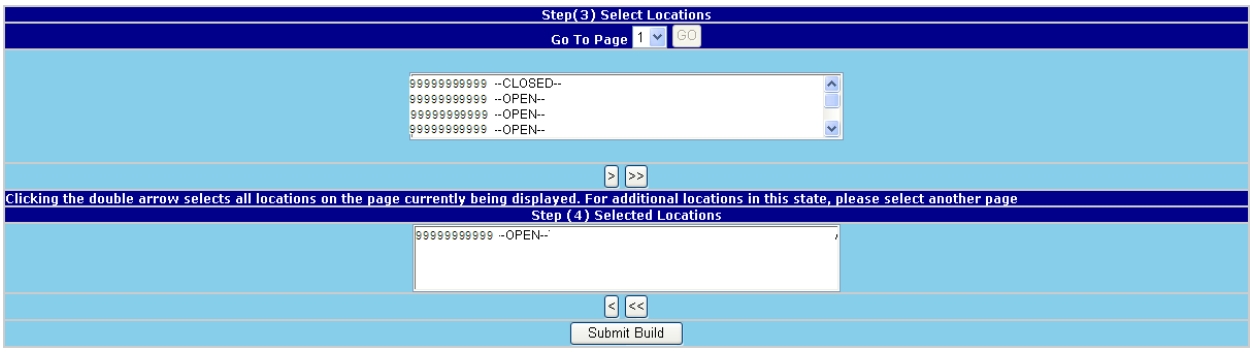
Select **Add New Group** from the **Action** field dropdown and click **Submit**.

8.1.2 Group Description/State selection screen



In **Step (1) Group Description** enter name into the **Group Description** field that you will remember for future updates and reference. In **Step (2) Select State** choose the state of locations that you wish to include. Click **Submit Build**.

8.1.3 Group Locations selection screen


Step(3) Select Locations
Go To Page 1 GO
999999999999 --CLOSED--
999999999999 --OPEN--
999999999999 --OPEN--
999999999999 --OPEN--
> >>
Clicking the double arrow selects all locations on the page currently being displayed. For additional locations in this state, please select another page
Step (4) Selected Locations
999999999999 --OPEN--
< <<
Submit Build

Double click on locations in **Step (3) Select Locations** that you wish to include OR click once and then click the **>** button to add the location to the **Step (4) Selected Locations** section. To select all locations click on the **>>** button. To deselect locations click on the location and then click on the **<** button. To deselect all location click on the **<<** button. Click **Submit Build**.

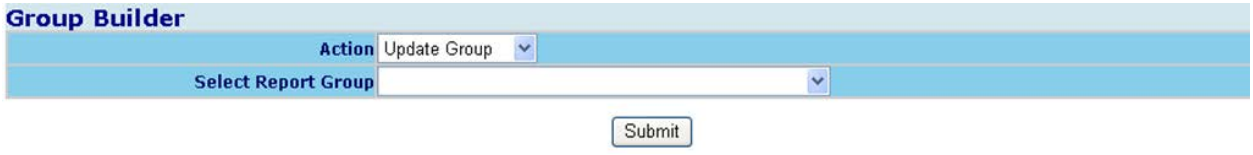
8.1.4 Add New Report Group Complete screen

At this screen you may **Add More Locations** or add locations from a different state – click **Add More States**. Click **Complete Group Build** to complete the process. The confirmation window shown below should appear.

8.1.5 Group Build Confirmation screen

Update Group

8.1.6 Group Builder selection screen



Select **Update Group** from the **Action** field dropdown. Click **Submit.**

A listing of the current locations for your report will appear in Step (4) Selected Locations. To delete locations from your report use your mouse to highlight the location that needs to be deleted. Click on the **<** button. If more than one location needs deleted, continue to highlight and click on the **<** button as needed.

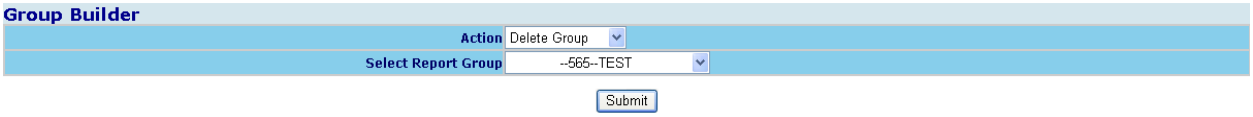
If no other changes are needed click **Submit Update**.

To add locations to your report use your mouse to highlight the state in Step (2). The locations for that state will appear in Step (3). Using your mouse, highlight the location you would like to add to the group. Click on the **>** button. If more than one location needs to be added, continue to highlight and click on the **>** button as needed. Once you have finished adding all the locations needed- Click **Submit Update**.

The **Group Activity Confirmation** should appear.

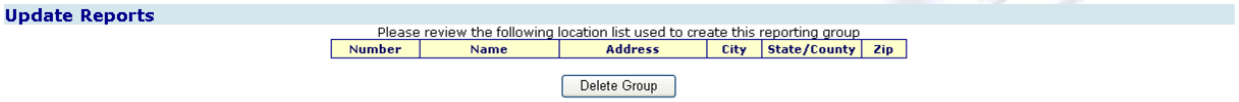
Delete Group

8.1.7 Group Builder selection screen



Select **Delete Group** from the **Action** field dropdown. From the **Select Report Group** dropdown choose the group to be deleted. Click **Submit.**

8.1.8 Update Reports selection screen

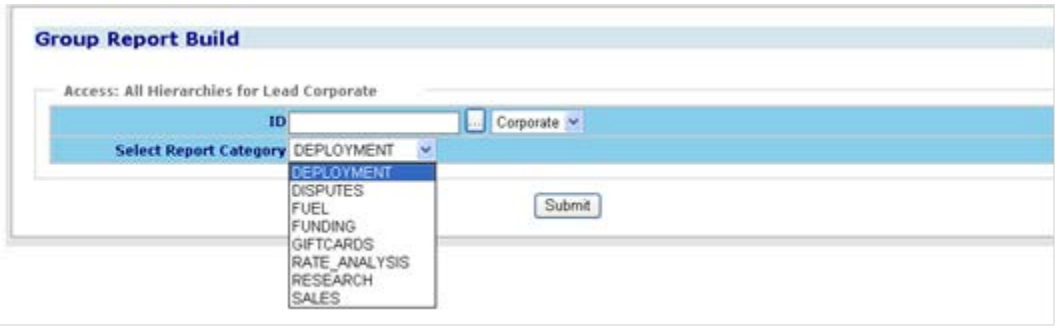


A listing of all the current locations for the group will appear. Click **Delete Group** to delete the group. Delete Confirmation window displays.

8.2 Group Reports

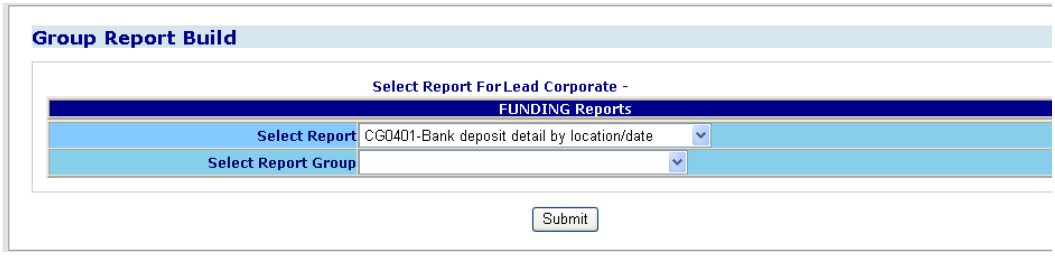
This section describes how to select the scheduled reports that you wish to run. Select **Groups** from the toolbar then click **Group Reports** from the dropdown.

8.2.1 Group Report Build selection screen



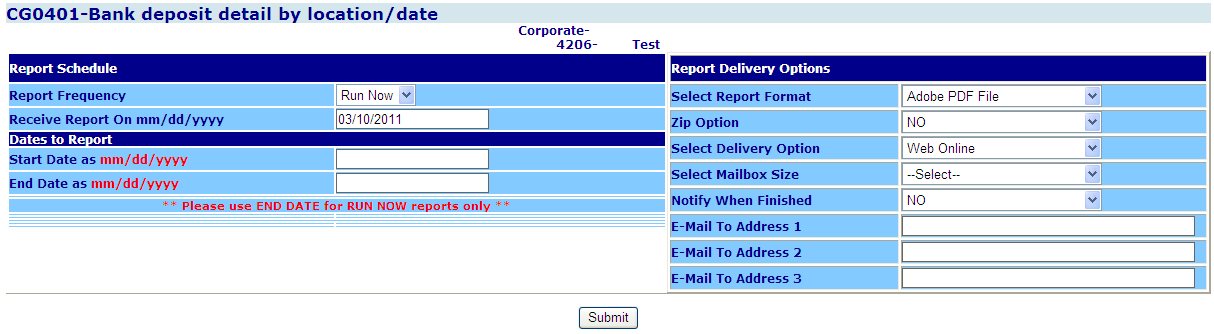
Enter **ID** and level. **Select Report Category** (Disputes, Funding, Giftcards, Rate Analysis, Research, Sales). Each of these categories contains reports with data similar to the data found within the corresponding menu header in the online modules. Click **Submit**

8.2.2 Group Report- Report selection screen



Select Report from the list of reports provided. **Select Report Group** from the list of your groups provided. Click **Submit.**

8.2.3 Group Report Scheduler screen



In the **Report Schedule** section select from the dropdown in the **Report Frequency** field. The choices are; Run Now, Daily, Weekly, Monthly, Quarterly or Yearly. Choose date you wish to receive report in the **Receive Report On** field.

The **Dates to Report** section allows you to enter the beginning date of your report in the **Start Date** field. Choose date your report will end and enter it in the **End Date** field. End Date should only be entered when a Run Now report frequency is selected.

The **Report Delivery Options** section contains several key fields. You can choose how you wish to view your report from the **Select Report Format** field. Choices in the dropdown include; Word® for Windows Document, Excel® 8.0, Comma-separated values, or Adobe® PDF File. Reports in CSV will not contain headers as this would cause a failure to load into a database. If you intend to save this report to a separate application such as Microsoft Access™, it is suggested you choose the Delivery option of email and the Report Format option of Microsoft Excel® 8.0 or CSV.

If you wish to compress the report to a smaller file size select **Yes**, from the **Zip Option** field, otherwise choose **No**. Choose either Web Online or E-mail from the **Select Delivery Option** field. You will need to determine the maximum file size that your email provider will allow and then specify it in the **Select Mailbox Size** (<1MB, 1MB-5MB, 5MB-10MB, 10MB-15MB, >15MB). If you wish to receive an e-mail when the report is generated then select Yes, from the **Notify When Finished** field, otherwise choose **NO**. If you choose YES, an email address must be specified in the **E-Mail To Address 1** field. Select **E-Mail to Address 2** and **E-Mail to Address 3** to add other recipients. Additional email recipients do not have to be enrolled ClientLine® users. Not all email fields need to be filled in. Click **Submit.**

8.2.4 Group Report Schedule Confirmation screen

Report Schedule Confirmation
Report Request Successfully Received
Sequence Number 1048891 For Report CG0401
View Online Reports